



# Dani's Sleep Support Village

## Terms & Conditions

### 1. Sleep Nurse Dani Sleep Support Village (membership)

#### 1.1 Account creation

In order to join the Sleep Nurse Dani Sleep Support Village, you will need to provide your name, email address, username, password, and other personal information. Your registration information must always be accurate and current. You must not impersonate another person or provide account information or an email address other than your own.

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#### 1.2 Purchasing the Sleep Membership

##### a) Payment methods

For your convenience, you can purchase the Sleep Membership using your credit or debit card through our secure third-party payment provider. We may add or remove payment methods from time to time.

##### b) Third-party payment processors

Your payment is processed by secure, PCI-compliant third-party providers. Your payment details are not stored on our servers.

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#### 1.3 Subscription period

The Sleep Membership is offered on a **monthly or six-monthly recurring subscription**, depending on the option selected at checkout. Your subscription will be automatically deducted from your account on the same date as your original purchase and each billing period thereafter unless you cancel.

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#### 1.4 Trial period

We do not offer a trial period unless explicitly stated at the time of purchase.

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#### 1.5 Cancellation & refunds

You may cancel your subscription at any time via your account billing settings. Upon cancellation, access will continue until the end of your current paid billing period.

Refunds are not provided for change of mind, non-use of the membership, or dissatisfaction with outcomes. Refunds may be considered in exceptional circumstances at our discretion.



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### **1.6 Refusal or termination of membership**

Joining the Sleep Membership is subject to our acceptance. We reserve the right to refuse, suspend, or terminate your membership, or restrict access to certain features of the membership, with or without notice, if these Terms are breached or behaviour is deemed inappropriate, unsafe, or disruptive.

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### **1.7 Downtime**

Sleep Nurse Dani uses third-party tools and platforms to deliver the Site and Sleep Membership. Access may occasionally be interrupted due to maintenance, updates, or technical issues beyond our control. You agree that reasonable downtime does not constitute grounds for claims against us.

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### **1.8 Program descriptions and changes**

We aim to describe the Sleep Membership accurately and clearly. However, we reserve the right to correct errors, update content, or make changes to the structure, delivery, or features of the membership, provided we continue to meet our obligations during your paid access period.

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### **1.9 Community platform access**

The Sleep Membership may include access to a private community platform (such as a Facebook group). We reserve the right to limit or remove access to the community for behaviour deemed inappropriate, unsafe, disrespectful, or not aligned with the values of the space.

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### **1.10 Acceptable use of your account**

You agree that you will not:

- a) Use your account for any unlawful or unauthorised purpose
- b) Share your login details or grant access to others
- c) Use another person's account
- d) Attempt to copy, distribute, resell, or commercially exploit any membership content

You are responsible for all activity that occurs under your account and must notify us immediately of any unauthorised use.

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### 1.11 Program content

#### a) Video, written, and downloadable content

The Sleep Membership includes video, written, and downloadable resources provided for your personal use only. You must not download, reproduce, share, or use this content for any other purpose.

#### b) Transfer or sublicensing

You must not transfer, sublicense, or grant access to the Sleep Membership or its content. No licence to sell or distribute materials is granted or implied.

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## 2. OUR INTELLECTUAL PROPERTY

### 2.1 Ownership

All intellectual property within the Sleep Membership, including videos, written materials, graphics, and resources, remains the property of Sleep Nurse Dani.

### 2.2 Permitted use

All content is provided for personal, non-commercial use only.

### 2.3 Website design and data

You must not modify, copy, scrape, or reproduce the layout, design, or data of our website or membership platform.

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## 3. YOUR INTELLECTUAL PROPERTY

### 3.1 Content you submit

You must not upload or share content protected by copyright, trademark, or other proprietary rights without permission. You are responsible for any content you submit within the membership or community.

### 3.2 Ownership of your materials

Any content you supply remains yours. We do not claim ownership over your intellectual property.

### 3.3 Comments

Comments and posts shared within the Sleep Membership or associated community spaces are not anonymous and may be viewed by other members.

We ask that all members respect the privacy of others. **Content shared within the membership or community is not to be screenshot, recorded, copied, or shared outside of the group** without the explicit permission of the person who posted it.



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This membership is a supportive community made up of families at different stages, with different values and approaches to parenting. We expect all members to engage respectfully, thoughtfully, and without judgment.

Failure to respect the privacy or wellbeing of other members may result in removal from the community at our discretion.

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### 4. EXTERNAL LINKS AND THIRD-PARTY RESOURCES

Sleep Nurse Dani's website and membership may include links to third-party websites or resources. We are not responsible for their availability, accuracy, content, or policies. Accessing third-party resources is at your own risk.

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### 5. EMAIL COMMUNICATION

By providing your email address, you consent to receive emails related to your membership. You may unsubscribe from non-essential communications at any time.

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### 6. PRIVACY

Your personal information is handled in accordance with our **Privacy Policy**, which forms part of these Terms & Conditions.

The full Privacy Policy is available on our website.

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### 7. USE OF DE-IDENTIFIED INFORMATION

From time to time, aspects of your sleep journey may be shared in a **de-identified manner** (with names and identifying details removed) for educational content, case studies, or marketing purposes, including on social media or blog posts.

This may include general sleep struggles, age-related patterns, or feedback you have shared. Care and privacy are always prioritised.

If you do not wish for any part of your experience to be shared, even in de-identified form, you may notify Dani in writing via email and this will be fully respected.



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### 8. SCOPE OF SUPPORT, IMPLEMENTATION & LIMITATIONS

#### 8.1 Nature of support

The Sleep Membership provides **education, guidance, and group-based support**. It is not a substitute for one-to-one sleep consulting or individual clinical care.

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#### 8.2 Group Q&As and community support

Live or recorded group Q&A sessions and community discussions are provided for **general education and guidance only**.

Questions answered during Q&As do not constitute a full assessment, personalised treatment plan, or one-to-one sleep consulting. Dani is unable to conduct comprehensive assessments, review detailed histories, or provide real-time individualised adjustments within group settings.

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#### 8.3 Submission of logs and detailed information

The Sleep Membership is not designed for the review or analysis of detailed sleep logs, timelines, histories, or large volumes of individual data.

Members may share brief summaries or examples for general guidance. Submission of extensive information does not create an obligation for review, analysis, or personalised recommendations.

Detailed assessment, ongoing log review, daily monitoring, and real-time adjustments are provided exclusively within one-to-one services.

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#### 8.4 Implementation and outcomes

The effectiveness of the Sleep Membership relies on parents implementing the education provided consistently and as intended.

Sleep outcomes vary significantly and depend on multiple factors including implementation, health considerations, child temperament, and family circumstances. **No specific sleep outcome or result can be guaranteed.**

Lack of progress does not constitute a failure of the membership or grounds for a refund.

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#### 8.5 One-to-one services

One-to-one services offer a higher level of individualised support, including detailed assessment, daily log review, real-time adjustments, and direct communication. These services are separate from the Sleep Membership and may be more appropriate for families requiring tailored intervention.



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### 9. SLEEP HEALTH QUESTIONNAIRE

The Sleep Health Questionnaire is provided as an **educational screening tool only**.

It is designed to help identify factors that may influence sleep and highlight potential red flags that may warrant further investigation.

Dani does not diagnose medical conditions through the questionnaire. Where concerns are identified, parents may be advised to seek assessment from an appropriate healthcare professional.

General guidance may be provided for conditions that have already been diagnosed by a qualified health professional. The questionnaire does not replace medical assessment, diagnosis, or individualised health care.

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### 10. GENERAL DISCLAIMER

All Sleep Nurse Dani products and services are intended for **general education and information purposes only**.

Nothing within the Sleep Membership constitutes medical, psychological, or professional advice, nor replaces advice from your child's healthcare provider.

You acknowledge and agree that:

- Sleep progress varies between children and families
- You are responsible for decisions made regarding your child
- You will seek appropriate medical or professional advice where required

Dani is not acting as your registered health professional within the Sleep Membership. Guidance provided is educational in nature only.

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### ACCEPTANCE OF TERMS

By accessing or using the Sleep Membership, whether or not you register as a member, you agree to be bound by these Terms & Conditions. We may update these Terms from time to time. Continued use of the membership constitutes acceptance of any changes.