

**Early Nourishment IBCLC Infant Feeding Consultation - Terms, conditions and payment information:**

- Information given here will be stored electronically according to EU Data Protection and security Laws. (GDPR) I only use your data for your clinical care and support. You have a right to request to see this information, to have it corrected if it's wrong, or in some cases to have it erased. If you have a complaint you can contact myself, the Directors of Early Nourishment, The Information Commissioner's Office, or IBLCE. I will not share your data unless required as described below.
- I may on occasion share information with your health visitor if I feel it is necessary, and I will tell you about this UNLESS I feel doing so would endanger you or your baby.
- I am required to seek professional supervision / debriefing / ongoing training to maintain my IBCLC credential. I may discuss my case load during these sessions and your anonymity would always be protected.
- I will not record any one to one Zoom sessions. If you wish to record the session from your end, please let me know that you are doing this.
- You are aware that I may ask to see your breasts / chest during a video session, or that I may ask to touch your breasts during a face to face session. This is to assess damage / breast tissue / baby's latch. I may also ask to touch your baby and check for typical reflexes or feel inside their mouth, I will always have latex free gloves on for this.
- For Zoom: I am working from home, and sometimes my family are in the same building. Due to the nature of young children it is possible we may be interrupted! If this is the case, I will ensure that any additional time is added onto the end of the session if needed.
- A full refund is given if you provide more than 24hrs notice of cancellation and have paid in advance. After this point you will be offered a 50% refund as long as I have a least 60 minutes notice ahead of our agreed session time. Rearranging is always an option instead, but you understand this will need to fit in around other bookings already arranged. If you fail to inform me that you cannot make the session, or you give me less than 60 minutes notice, no refund will be offered.
- If you will be late for our session please tell me ASAP. I can only delay appointments by 15 minutes due to other clients being booked in. If you have not contacted me within 15 minutes of our session start time I will assume you no longer want / cannot make the session. You can contact me by the Early Nourishment facebook page, email at [holly@earlynourishment.co.uk](mailto:holly@earlynourishment.co.uk) or text / phone on 07922713927
- I am not a tongue tie provider or a medical Dr. I can advise you on a range of "normal" and if something seems outside of that range. I can share evidence-based information and I can help you to make decisions based on that evidence. I cannot diagnose ANYTHING. I will always signpost medical queries to your primary care provider, and if I suspect a tongue tie I will recommend full assessment and diagnosis by a tongue tie practitioner.

- You can see more about what an IBCLC does here: <https://iblce.org/wp-content/uploads/2018/12/scope-of-practice-2018.pdf>

- And you can check my credentials here: <https://iblce.org/public-registry/> My IBLCE ID is: L-315451

Payment:

- Payment is to be made in advance unless agreed otherwise.

- Bank transfer is preferred

Please be sure to make a note of the payment details below.

- Bank details:

Account name: Early Nourishment Community Interest Company

Natwest

Sort code: 60-02-03

Account no: 59044357