

# Program Policies

## Privacy Policy

Last updated 03/ 19/ 20

### INTRODUCTION

Noble Baby Wellness and TheMindfulMom respect the privacy of our users “user” or “you”. This Privacy Policy explains how we collect, use, disclose, and protect your information when you visit our website [www.noblebabywellness.com](http://www.noblebabywellness.com), our YouTube channel “TheMindfulMom” and use the Gut to Butt Method. The information that is obtained from the [www.noblebabywellness.com](http://www.noblebabywellness.com) website is to be used only to improve the site and the information obtained from TheMindfulMom YouTube channel is only used to improve video and informational content.

### What is personal information?

Personal information includes names, address, email address, location, gender, previous purchase history and credit card history.

### How do we collect data?

We collect information through various ways. Name and emails through email opt ins; name, credit card, mailing address, and email through purchasing. Your opinions through surveys and other questionnaires. Your browsing history is completely anonymous.

## Sensitive Data

Any information that is gathered through consultations or during online programs such as the Gut to Butt Method is completely confidential and is never to be used without approval from the “user”, “client”, “you”. This information includes: address, previous health history, current health history, gender, religious beliefs, any and all personal information that has to do or is associated with your “infant”, “toddler”, “child”. Any information regarding your child’s personal information will be kept 100% confidential, unless permission is granted by parent or guardian.

## Cookies

Cookies are files with a small amount of data, that act as little messengers for your web browser. This is a relationship between websites you visited and your web browser. Cookies are placed on websites to help understand how you interact within a website. While you browse on Noble Baby Wellness, advertising cookies will be placed on your computer so that we can understand what you are interested in. This allows us to tailor your experience and view content and information that appeals to you based on your interaction in Noble Baby Wellness. To opt out of cookies, find and select the settings tab of your internet browser and click “block third party cookies and site data” or de-select the “accept cookies” box.

Noble Baby Wellness and any of the courses provided on the website is to be used only for educational purposes. Any information you learn on the website, during consultations and in online courses, is not to be used to treat or diagnose or in place of medical advice. By paying and registering for a program, booking and paying for a consultation, you are agreeing to take 100% liability for the outcome.

## **Third Party Links**

To provide you with the best value, we may include third party links on our site. These linked sites have their own privacy policies. We have no responsibility or liability for the content and activities of these linked sites. We welcome any feedback about these linked sites (including if a specific link does not work).

## **Policy Changes**

If our privacy policy changes, the updated changes will be located here.

## **Your Consent**

By visiting and using our site, you are agreeing to the privacy policy.

## **Questions, Concerns and Feedback**

We always loving hearing from our “users”, feel free to reach out at [marissa@noblebabywellness.com](mailto:marissa@noblebabywellness.com)

## **Guarantee/ Refund**

### **Guarantee:**

After completing the Gut to Butt Method and your infant is still experiencing digestive disturbances, Marissa will work with you and your little one to understand what is going on. If Marissa is unable to further help or guide you, she will refer you to a different practitioner(s), who may be able to better assist you.

### **Refund:**

If after you have completed the first 5 modules and are not happy with the program, you will receive a refund on the portion of the unused program. If you are unwilling to make the changes in your own diet and or in your infant’s diet, a refund will not be issued. Clients who wish to terminate the program early and want a refund, will no longer have access to the

learning lessons, action tasks and the program designated Facebook Group. Please contact [marissa@noblebabywellness.com](mailto:marissa@noblebabywellness.com) for a refund or other inquiries.

## Lifetime Access

A client who has purchased and completed the Gut to Butt Method has lifetime access to all of the learning lessons and action tasks for as long as they desire. However, this is strictly to be used only by the client who has purchased and completed the program.

### Facebook Group:

A client who has purchased and completed the Gut to Butt Method has lifetime access to the Facebook group.

### Ongoing Coaching:

Clients who have purchased and completed the program are able to purchase 1:1 packages if they desire further support at a discounted price. This includes clients who have not resolved their infants digestive issues after completing the Gut to Butt Method. This offer is always available.

## Call Cancellations/No Shows

### Call Cancellation:

Marissa Kirou, CNP takes pride in the quality of care she offers her clients. In order to do this, she has a strict cancellation policy. A client who books their 30 minute 1:1 consultation MUST give a minimum of 10 hours notice to reschedule or cancel their consultation. Less than 10 hours notice will result in a 50\$ (CAN) charge. If a client misses the 10 hour window a second time they will be charged 100\$ (CAN). If a client misses the 10 hour window a third time, they will no longer have access to the 30 minute 1:1 consultation, only the Facebook live group coaching call.

**Rescheduling:**

A client may wish to reschedule as much as they like, as long as it is within the 10 hours window. If failing to, please refer to the "Call Cancellation" policy. If a client must reschedule, they will need to rebook it via an online coaching calendar.

**No Show:**

It is the clients job to book their 30 minute 1:1 consultation based on the time they have available and the available provided on the online booking calendar. However, if a client is a no show, they will receive a grace period and may rebook their consultation. A second no show will result in losing the 30 minute 1:1 consultation altogether.

**No Show without Explanation:**

A client who is a no show for their 30 minute 1:1 consultation may be subjected to losing their 30 1:1 consultation and will be only allowed to join the Facebook live coaching call.

**Declined Payment**

I will not be offering a payment plan at the moment.

**Office Hours/Customer Service****Office Hours:**

The office hours are as follows: Monday-Friday 9-5 EST. Any email that is sent between those hours will be responded to within that day.

**Customer Service:**

For any client who is seeking customer service, please contact [marissa@noblebabywellness.com](mailto:marissa@noblebabywellness.com) with the subject name: Customer Support. If an email is sent while the office is closed, email replies will occur the following business day!

## Discounts

If there is a flash sale or sale of any kind, the window of discount will be based on the type of sale that is happening. This will be decided upon the sale. Discounts will range from 20%-50% off.

Family, friends and client referrals will receive up to 20% off of the original price.

## Medical Disclaimer

I understand and acknowledge that I am responsible for my own medical care and treatment. All of the content provided in this course, including text, dosages, outcomes, advice, and messages, are for informational and educational purposes only and do not replace the advice of a medical practitioner and are not intended to be used for diagnosis, or treatment. I understand by registering and purchasing the Gut to Butt Method, I am responsible for the outcome.

If you have any questions about any medical matter, please contact your doctor or other healthcare practitioner. If you think you or your little one may be suffering from any medical condition you should seek immediate medical attention. You should never delay seeking medical advice, disregard medical advice, or discontinue medical treatment because of information in this course.

## Terms and Conditions

Effective date: March 22nd, 2020

Please read the following terms and conditions of use before using this course. All clients using this course agree to the following terms and conditions.

The privacy policy and all of the other policies apply to both Noble Baby Wellness and TheMindfulMom.

**Trademark:**

All content, images, videos and recordings belong to the registered name Noble Baby Wellness. This includes TheMindfulMom.

**Products and Services:**

Products that will be provided under this policy includes but not limited to paid or free courses, free downloadable guides and other resources that may be used for informational purposes.

Services include 1:1 consultations and private or group coaching sessions. The above services and products are to be used for educational and informational purposes only.

**Limitation of Liability:**

Noble Baby Wellness or TheMindfulMom shall not be liable for damages that result from the use of, or the inability to use, the materials on this website, course or other products and services.

**Not Medical Advice:**

The content, information, videos, 1:1 consultations, group training sessions, and courses are not intended to be used instead of medical advice. We are not medical practitioners nor do we claim to be.

**Code of Conduct:**

You may not and will not use Noble Baby Wellness and TheMindfulMom resources, website and other content for illegal and unauthorized purposes. By using the website and any other content used or created by Noble Baby Wellness and TheMindfulMom, you are agreeing to follow the rules, regulations and laws that are enforced by the Canadian Government. You may not and will not use the website, or other content in any manner which could disable, overburden, damage, or impair, or interfere with any other party's use and enjoyment of the Website and other content which has been stated in the "Products and Services" section of the Terms and Conditions. You agree that when using the Website, courses, and other content you will not post or upload any inappropriate, promotional, defamatory, destructive, obscene, or unlawful content; defame, abuse, harass, or otherwise violate the legal rights (such as rights of privacy) of others or upload dangerous or harmful files. Noble Baby

Wellness and TheMindfulMom reserves the right to remove individuals from our community in instances of misconduct.

**No Guarantee:**

We do not guarantee success with the use of any products and services that you have signed up or paid for. This solely relies on how much effort, motivation, and commitment YOU put in the courses and 1:1 consultations. We do not guarantee a particular result and you agree that every result is based on each individual, not all results are the same due to many factors such as motivation, commitment, previous health history, goals and concerns, and background.

**Complaints:**

Noble Baby Wellness and TheMindfulMom offer support to our clients and if complaints arise we will try to resolve them with a solution that is mutually agreeable to both the client and Noble Baby Wellness and/or TheMindfulMom. Please let us know if you have any complaints or comments at [marissa@noblebabywellness.com](mailto:marissa@noblebabywellness.com)

**Entire Agreement:**

By using our Website you are agreeing to all parts of the above Disclaimer and Term and Conditions. If you have any questions, please contact [marissa@noblebabywellness.com](mailto:marissa@noblebabywellness.com)