

## Letter of Agreement

Dear Parents,

As a certified potty-training consultant, I am dedicated to helping families successfully potty-train their child. I am excited to support you through this process! This letter is my service agreement.

We agree to the following:

My business hours vary. I use the Voxer app and can be reached 7 days a week, anytime using the app. You will receive a reply asap within 24 hours. I am not an emergency hotline nor provide emergency assistance. Should you need emergency help be sure to contact your child's pediatrician or call 911.

***You understand and acknowledge that my service is provided from the start of payment through the agreed upon time. You agree to contact me within the start and end time of our agreement. If I do not hear from you regularly, I will assume all is well and you are happy with your progress.***

**Embracing Your Role:** Your participation during this process is substantial for our plan to be effective.

You agree to:

- Keep and share daily or weekly logs of your child's progress. We can adjust the plan if needed.
- Consistently carry out steps given in my guidance. Suggestions I make must be carried out for the personalized potty-training plan to be effective.
- Communicate openly with me on any questions or concerns about potty-training, including any special needs, health issues, medical conditions, or emotional situations.
- Consistency is key! It's exceptionally important for you to provide your child a consistent and predictable daily routine.

**Refunds/Guarantees:** I do not offer a refund or guarantee of service for any reason. I am fully skilled in my work, but I cannot be aware of any inconsistencies in the potty training plan that's been provided to you, circumstances that may impact results such as illness, travel, developmental milestones, or life transitions. Although I do not provide refunds, I am happy to reschedule potty-training support when you and your child are ready.

**Cancellation:** I do not offer full or partial refunds for cancellations. I am however happy to hold a credit for future use.

**Limitation on Liability:** You understand that I am not a nurse and I do not offer medical advice. My support should not take the place of your child's doctor. It is your responsibility to consult with your child's health care professionals if you suspect concerning health issues. You understand that you assume primary responsibility for the health of your child and, to the extent permitted by law, you will not hold Suzi Schwartz responsible by way of a claim or lawsuit for any injury, disability, death or other harm that results directly or indirectly from any services provided to you.