

Parenting Collective Refund Policy

Last updated 8 October 2026

About this policy

I want you to feel confident and fully informed before you invest in support for your family. This policy explains when refunds are available for Parenting Collective and Bub2Sleep products and services, and how to request one. By making a purchase, you agree to this policy.

Parenting Collective is run by Donna Moala, ABN 12 421 789 003, Perth, Western Australia. In this policy, "I", "me" and "my" means Parenting Collective, including any coach on my team who supports you.

Your rights under Australian Consumer Law

My products and services come with guarantees that cannot be excluded under the Australian Consumer Law (ACL). Nothing in this policy limits or removes those rights.

If a service is not provided with due care and skill, is not fit for the purpose I described, or is not delivered within a reasonable time, or if a digital product is faulty or not as described, you may be entitled to a remedy. Depending on the problem, this may be a fix, a replacement, the service provided again, or a refund. If the failure is major, you can choose a refund.

The rest of this policy explains what I offer when you change your mind, which the law does not require but I want to be clear about.

1. When your program has started

Your program or package has started at the earliest of these points:

- your initial consultation has taken place, in full or in part
- your sleep plan, schedule or written guidance has been sent to you
- you have been given access to any portal, program materials, workbook or resource included in your package

Once your program has started, I do not offer change of mind refunds. This includes when your circumstances change or you decide not to continue. Your rights under the ACL still apply.

2. eBooks, guides, masterclasses and other digital products

Digital products are delivered instantly and cannot be returned, so I do not offer refunds or exchanges for change of mind.

If a product is faulty, will not download or open, or is not as described, please contact me and I will fix it, replace it or refund you.

Please read each product description carefully before you buy, and get in touch first if you are unsure whether a product is right for your family.

3. Sleep support packages and coaching programs

Cancelling before your program starts

- More than 48 hours before your initial consultation: full refund.
- Less than 48 hours before your initial consultation: 70% refund. The remaining 30% covers the intake review, preparation and reserved appointment time already completed for you.

After your program starts

- No change of mind refund is available, in full or in part.
- This includes packages with several consultations or ongoing support. Your fee covers the whole package, including the plan, the preparation and the support period, not individual sessions.
- Unused sessions are not refundable and cannot be exchanged for cash.
- Deciding not to go ahead after your plan has been delivered does not qualify for a change of mind refund.

4. Rescheduling

Please give me at least 48 hours notice if you need to move a consultation, and I will find you another time as soon as I can.

A session missed without notice, or cancelled with less than 48 hours notice, may be counted as delivered and may not be rescheduled free of charge.

Genuine emergencies are always handled with care and common sense. Just let me know.

5. Pausing your program

Life happens, and sometimes a pause is the right call. Requests to put a program on hold after it has started are considered case by case, at my discretion. A pause is not a refund, and any agreed hold period will be confirmed in writing.

6. Medical pause

Sometimes something comes up during our work together that sits outside sleep support, such as illness, reflux, allergies, ongoing pain or anything else that needs to be assessed by your GP or paediatrician. I will always tell you when I think this is the case, because no sleep plan should be pushed through a body that is unwell.

When this happens, I pause your program until the medical issue has settled or your treating practitioner has cleared you to continue. A medical pause is not a cancellation and does not lead to a refund. It simply stops the clock.

- **Everything stops.** Your support period is frozen from the day of the pause. No sessions, no check ins and no days ticking away while your child is unwell.
- **You keep full access.** Your portal, program materials, resources and sleep plan stay open to you throughout the pause, at no extra cost.

- **We pick up where we left off.** When your little one is more settled and you are ready, we restart with all your remaining support intact. Nothing is lost.

A program can be paused for up to 6 months from the pause date. If you need longer, talk to me and we will work it out together.

7. Respectful conduct

Parenting Collective is a respectful space for families and for my team. If a client is abusive or threatening towards me or any member of my team, I may end services immediately, and no refund will be given for the remaining program.

8. What I can and cannot promise

There is no magic wand when it comes to children's sleep. My work is grounded, responsive and evidence informed, and I will support you the whole way, adjusting your plan whenever it needs adjusting.

Every child is different. Progress depends on many things, including your child's temperament, health and development, and how the plan is followed at home. Because of this, I cannot guarantee a specific result or timeframe. My fees are for my time, expertise and support. This does not affect your rights under the ACL.

9. How to request a refund

Email me at connect@parentingcollective.com.au with your name, your order or booking details and the reason for your request. I will respond within 3 business days.

Approved refunds are paid to your original payment method within 10 business days.

Contact

For any questions about this policy, contact me:

Donna Moala, Parenting Collective

Email: connect@parentingcollective.com.au

Phone: +61 400 270 974

Perth, Western Australia