

Terms & Conditions

Last updated: 7 October 2025

Website: www.miraclebirth.co.uk

Business name: Miracle Birth

Email: leti@letiziatufari.co.uk

Telephone: 07973 282688

Important: These Terms set out how we provide our services. They are written for clarity and do not constitute legal advice. Your specific arrangements will also be set out in your personal contract/booking confirmation.

1. Services & Availability

We do our best to describe our services clearly and honestly. Every family's journey is unique, so the exact nature of our support may vary according to your needs.

Availability is confirmed once your booking is accepted. Any dates/times discussed prior to confirmation are indicative and not guaranteed.

2. Pricing

Every family's circumstances are different, so fees are agreed on a case-by-case basis. We aim to set fees that fairly reflect the level of support you need and your personal situation.

Your agreed rate will always be clearly outlined in your personal contract before you commit. If we identify an error during the booking process, we'll let you know before proceeding so you can choose to continue at the correct fee or cancel.

Unless stated otherwise, prices are in GBP and inclusive of any applicable taxes.

3. Booking & Confirmation

We'll guide you through the booking process step by step. A contract is formed once **we send written confirmation by email and your 50% deposit is paid**. Your confirmation will include:

- Services booked
- Agreed fees and any additional charges
- Key dates and any agreed timelines

Paper copies of your booking details are available on request.

4. Payments

- A deposit of **50%** is payable on booking to secure your dates.
 - The balance and any agreed expenses will be set out in your personal contract.
 - Payments should be made by the methods stated in your invoice/confirmation.
 - If a payment becomes overdue, we may pause services until payment is received.
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5. Changes & Cancellations

Your changes: You may request changes before services begin—please email us. We'll confirm any agreed changes in writing.

Our cancellations: If we need to cancel due to circumstances beyond our control (see Section 9), we'll notify you promptly and refund any payments made for services not yet provided.

Refunds: Refunds are made via the original payment method unless otherwise agreed.

Pregnancy loss: In the deeply sad event that our services are no longer needed due to pregnancy loss, we will always respond with compassion and sensitivity. We recognise this can be an incredibly difficult time, and we will work with you gently to resolve any remaining arrangements. Wherever possible, we will refund the portion of your fee for support not yet provided.

6. Service Standards

We promise to provide all care and support with kindness, professionalism, and in line with best practice.

Dates and times are agreed at booking. While we aim to deliver promptly, sometimes unavoidable delays happen.

Very occasionally, we may need to **reschedule an antenatal appointment** if we are attending another client's birth. We kindly ask for your understanding in these rare circumstances, and will always work with you to find a new time that fits with your availability.

If your primary doula is unexpectedly unavailable for your birth, your **named back-up doula** will attend. In the rare event that your named back-up is also unavailable, another trusted doula from the Miracle Birth network will be offered. Should it not be possible for any doula to attend, **50% of your booking fee will be reimbursed.**

7. What We Do Not Provide

While Miracle Birth is committed to offering emotional, practical, and informational support, it is important to be clear about the boundaries of our role. As doulas we do **not**:

- Carry out clinical or midwifery tasks (such as vaginal examinations or monitoring heart tones).

- Provide medical advice, interpret test results, or make clinical decisions.
- Diagnose conditions or replace the role of medical professionals.
- Dictate, override, or make decisions on behalf of clients.
- Take over the partner's role; instead, we support and encourage their involvement.
- Pressure or persuade clients to follow a particular path.
- Predict or guarantee specific outcomes, or promise a pain-free labour.
- Accept responsibility for clinical outcomes, which remain with your medical care providers.

Our role is to ensure you feel informed, supported, and empowered, while all medical responsibility remains with your healthcare team.

8. Communication

If you have questions, need to make changes, or want to discuss your booking, please contact us directly:

- **Email:** leti@letiziatufari.co.uk
- **Telephone:** 07973 282688

We aim to respond within 2 business days.

9. Events Outside Our Control (Force Majeure)

Sometimes life brings unexpected challenges beyond our control—such as illness, extreme weather, transport disruption, or wider events like strikes or pandemics. If such an event affects our ability to provide your support as planned:

- We'll keep you informed as quickly as possible; and
- Where needed, we'll reschedule appointments with you at a time that works for your family.

If rescheduling is not possible, we will refund fees for services not yet provided.

10. Important Notes & Disclaimers

Our guidance, resources, and discussions are designed to support and encourage you, **not** to replace medical care or advice. Always speak with your midwife, doctor, or healthcare team if you have any concerns about your pregnancy or baby's wellbeing.

Any movements, positions, or exercises we suggest should only be carried out if you feel well and your healthcare team confirms they are safe for you. We cannot accept responsibility for injury, or for personal decisions you make during pregnancy, labour, or birth. Please always listen to your body and seek professional advice if unsure.

11. Intellectual Property

All written materials and resources provided by Miracle Birth remain our property. They are for your personal use only and may not be copied, shared, or reproduced without permission.

12. Data & Privacy (UK GDPR)

Your personal details are stored securely and used only to manage your booking and provide services. We never sell your information. You may request to view, amend, or delete your data—see our **Privacy Policy** for full details: www.miraclebirth.co.uk/privacy-policy

13. Complaints & Feedback

We welcome feedback. If you are unhappy with any aspect of our service, please contact us promptly so we can try to resolve matters informally. If we cannot resolve your concern, we will provide details of any relevant professional or regulatory complaints routes that may apply.

14. Liability

Nothing in these Terms limits or excludes liability where such limitation is unlawful (including liability for death or personal injury caused by negligence, or for fraud). Subject to that, our liability for services provided is limited to the total amount you have paid for the relevant services.

15. Law & Jurisdiction

These Terms are governed by the law of **England & Wales**. If you live elsewhere in the UK, your local consumer protections also apply.

16. Changes to These Terms

We may update these Terms from time to time, for example if the law changes or our business practices evolve. Any updates will be posted on our website and will apply to new bookings from the date of posting. Where changes affect an existing booking, we will notify you and seek your agreement where required.

17. Contact

Questions about these Terms?

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