

Terms of Service

Booking and Payments

- Bookings do not constitute a legal contract. Should we be unable to fulfil a booking for any reason, all payments made will be promptly refunded.
- Payments for services are due before sessions begin. Payment details and methods will be provided upon booking.

Cancellations and Rescheduling

- Full refunds are issued if your baby arrives before the sessions begin or in the unlikely event of session cancellation by us.
- We request at least 48 hours' notice to reschedule a session, allowing us to manage adjustments efficiently.

Service Modifications

- We reserve the right to make changes to session times, dates, or prices as necessary. Any changes will be communicated in advance, and previously agreed prices will be honoured.

Intellectual Property

- All provided materials, including recordings and documents, are the intellectual property of Andrea Lawrie and Katharine Graves, or their licensors. These materials are for personal use only and cannot be copied, recorded, or shared without explicit permission.

Medical Disclaimer

- Our services support your pregnancy, childbirth and postpartum experience but do not replace professional medical advice. Consult your healthcare provider for medical issues. Andrea Lawrie, as a registered midwife, does not provide medical advice through these services.

Confidentiality and Ethics

- Andrea adheres to the Nursing and Midwifery Council (NMC) and Traumatic Birth Recovery ethics, ensuring high standards of care and confidentiality. Information will only be shared when legally necessary or if there is a risk of harm.

GDPR Compliance and Data Handling

- We collect and use personal data as outlined in our detailed [Privacy Policy](#), under strict GDPR compliance. Personal data is securely stored and is only used for providing our services and maintaining records.
- Data is retained for the minimum required duration or as legally required. You have rights over your data, including access, correction, and deletion as detailed in the privacy policy.

Contact and Regulatory Information

- For more details on your data rights or to contact us regarding our services:
 - Address: 1 Berryhill Place, Newtonhill, Stonehaven, AB39 3QZ
 - Email: andrea@andrealawrie.com
 - Phone: 07411 755895
 - Information Commissioner's Office (ICO): <https://ico.org.uk/your-data-matters>

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Andrea Lawrie is dedicated to protecting your privacy and providing a safe, effective service aligned with professional standards and compliance.