

Cancellation and Refunds for Birth Doula Services

No refund is provided for cancellations after 14 weeks of pregnancy. Prior to that, a 75% refund will be provided.

Surgical Birth:

- Scheduling a surgical birth does not nullify our contract.
- In the case of a scheduled surgical birth, that is medically indicated and where I cannot be present in the Operating Room, immediate lactation and family support is offered for up to 90 minutes.
- In the case of a medically indicated surgical birth, a 3rd prenatal meeting will be scheduled for preparation & planning for the upcoming birth.

Failure to Provide Services:

- Full fees will apply if you fail to call me to attend your labor or you do not give me enough notice to make your delivery. If this is the case, please inform me of the birth so I may provide appropriate postpartum care.
- If I miss your birth due to circumstances beyond anyone's control or if I am unable to properly support you during your labor for reasons such as but not limited to an extremely rapid labor, weather conditions, or sickness, full payment for my services will be required. I reserve the right to be relieved by a backup doula for the reasons above or if support is needed for more than 24 hours.
- I am not responsible for providing a backup doula but can provide contact information for several.
- If I am unable to attend your labor, I will attempt to provide virtual support via video chat.

Unexpected outcomes:

Pregnancy and birth on rare occasions include unfortunate outcomes such as stillbirth or miscarriage. Doulas are trained at helping parents through these situations and it is part of your doula care. I strongly encourage you to contact me to help you through any unexpected outcome. A doula can provide reassurance and resources to assist you through these difficult times. If you have booked me before 14 weeks of pregnancy and you have a miscarriage, I will provide a full refund if no prenatal visits have taken place. After 14 weeks, I will provide bereavement support.

A bereavement doula is a doula who walks with, supports, and helps families who are experiencing the loss of their baby, whether that loss is through miscarriage, stillbirth, or a diagnosis that means the baby will not live long after being delivered.

Bereavement support includes:

- Birth planning for miscarriage with doctors' approval (birth at home or hospital admission)
- Comfort measures during the labor and birth process.
- After birth support. Self-care and support plans, meal preparation and coordination, going home plans, and more.
- Welcoming assistance when requested. Preparation for welcoming baby, holding, swaddling, bathing, arranging for photography of baby and family (including siblings) as desired, Nonprofessional photos.
- Non-Medical postpartum maternal care (general postpartum health, lochia/bleeding, nutrition, and meals, facing lactation options, and more).

- NICU support and companionship.
- Referrals for additional support such as therapists, photographers, sibling counseling, postpartum mood disorders, support groups, and more.