New Client Contract

Letter of Agreement - Birth Doula Services

Client Name _____EDD_____

Contracted Services:

The services guaranteed under this contract are as follows:

- Once contracts are signed and the non-refundable deposit has been paid, the Doula(s) are available to client and partner, via email/text (calls in urgent/emergency situations), for frequent and regular check-ins, as the client desires.
- Doula(s) will provide an in-person birth prep meeting, which will be customized to the client and their specific birth goals, usually near 36-38 weeks, in the 3rd trimester of the pregnancy.
- Contract covers **15 hours** of continuous labor/birth support, after which there is a fee of $25 an hour beyond the 15 (fifteen) hours covered by this contract. Additional fees will be invoiced and billed within 30 days of birth and shall be payable within 90 days of invoice.

- Doula(s) will be on-call for the client's birth for a 14 (fourteen) day window, which the client chooses.
- Doula(s) will provide between 1-2 (one - two) hour(s) of immediate postpartum/lactation support following the birth, depending upon the circumstances of the birth.
- Doula(s) will contact the client to schedule 1 (one) in-home postpartum visit, preferably within 2 (two) weeks of the birth, to obtain feedback and to assess the needs of the client for further resource referrals.

Notice of Services Requested:

- For clients who are located (reside and/or delivering) more than 20 (twenty) miles from our location in Houma, Louisiana, a 3 (three) hour notice is required when you are requesting your doula(s) to join you in labor.
- Clients who are located (reside and/or delivering) less than 20 (twenty) miles from our location in Houma are required to provide a 1.5 (one and one-half) hour notice when you are requesting your doula(s) to join you in labor.
- Clients are to **CALL** to request doula support. It is very important that this call is made by the client herself and not by her partner or other support persons! ****NO TEXTING!!****

Agreed to and signed by _____ on _____

Doula_____

Letter of financial Agreement - Birth Doula Services

Contract Pricing:

- The total amount due for the contracted services, as explained and agreed to on page 1 (one) of this contract, is _____ .

Deposit to Secure Dates:

- Birth Doula services require a **nonrefundable** minimum deposit to secure and guarantee the client's chosen 14 (fourteen) day on-call window.

****Clients have not officially hired Bayou Birth, LLC and/or our associated doulas until which time the deposit has been paid and the contract has been signed by client and doula.****

- The required nonrefundable deposit due at signing for clients who hire Bayou Birth before 26 weeks of gestation is 25% (one-fourth) of the above stated contract total.
- For clients who hire Bayou Birth at or beyond 26 weeks of gestation, the required nonrefundable deposit is 50% (one-half) of the above stated contract total.

Balance Due Payments:

- Payment plans are available on the remaining contract balance, as requested by the client. Any variation to the typical payment agreement should be agreed upon by the client and doula(s) and noted, in writing, on the signed contract.
- The remaining balance due of the above mentioned and agreed upon contracted total fee will be due, in full, by the 36th (thirty-sixth) week of gestation.

Refunds:

- The contract's refund policy page must be completed, in full, by both the doula and the client.
- Clients must make requests for any and all refunds via email to BAYOUBIRTHDOULAS@GMAIL.COM , with an explanation of the reason for the requested refund.
- Bayou Birth reserves the right to investigate the claims made in the refund request and shall issue any refunds that are due within 60 (sixty) days of the refund request being validated.

Agreed to and signed by _____ on _____

Doula_____

Bayou Birth

Refund Policy & Agreement - Birth Doula Services

****Each policy line must be agreed to and initialed by the client after being explained by the doula ****

Refund Policy:

- All required deposits are nonrefundable, regardless of circumstances. _____
- In the event that a representative of Bayou Birth refuses to attend the client's birth due to safety concerns, unsafe conditions, or practices that conflict with the standards set by ACOG and/or state/federal laws, the client will be notified via email and no refund will be issued for any portion of the contract total, regardless of circumstances. _____
- Our birth attendance policy will be altered, at no fault or consequence to Bayou Birth or our individual doulas, to follow all hospital, local, state, and federal guidelines during any time of disaster (man-made or natural), state of emergency, or other shut down/curfew. _____
- The client agrees to transfer in-person support contracts to a virtual (via FaceTime, WhatsApp, Facebook Video Call, or other acceptable forms) support contract automatically if hospital policy, natural disaster, state of emergency, shut down, illness, WiFi/connection issues, or any other events (outside of the reasonable control of Bayou Birth's doulas) prevents the doula from attending the client's birth. _____
- If the client chooses to not take advantage of the virtual support offered in place of in-person support during any of the above mentioned situations, or refuses the

support of the serving doula for any reason, any and all refunds are forfeited.

_____

- No refund is due to the client if sufficient notice, as outlined and agreed to in this contract, is not provided to the doula by the expectant mother herself via a phone call. _____
- All refunds issued will be in an amount calculated, minus the agreed upon nonrefundable deposit, on the following terms:
    - During the 14 (fourteen) day on-call window - 50% (one-half) of the amount paid will be refunded to the client if no birth support is available or provided within the expectations as outlined in this contract. _____

Agreed to and signed by _____ on _____

Doula_____

Birth Doula Services fee contract and agreement

This contract for birth doula support services was voluntarily entered into on _____ (date) by _____ (client **printed** name) and _____ (authorized representative of Bayou Birth, LLC) for the client's anticipated birth on EDD _____ . The contracted services agreed to, as outlined above, carry a total contract fee of $_____.

A nonrefundable deposit of $_____ was paid on _____ (date).

The remaining balance of $_____ is due in full on or before the client's 36th (thirty-sixth) week of gestation, or _____(date) .

The Bayou Birth, LLC doula(s) shall be on-call for the client's chosen 14(fourteen) day window of _____. Client email: _____

I/We have read this contract in its entirety. Signing each page and initialing each statement as above shows my/our agreement to each policy as it is stated within the contract. I/We agree that any intended adjustments to policies or expectations have been noted, in writing, within this document. I agree that this document is a true and accurate reflection of the discussions we have had concerning each policy. I/We agree to pay the above agreed upon fees in full or forfeit the services of Bayou Birth, LLC and their doulas without expectation of refund for any and all fees previously paid.

Agreed to and signed by _____(client) on _____(date)

Witnessed by Doula_____, a legal representative of Bayou Birth, LLC.