Terms of Service

Last updated: 23 October 2026 Download the Terms of Service (PDF)

These Terms of Service set out the agreement between you and **Raidzer0 LTD** (company number 11234967), registered in England and Wales and trading as **SlumberPlan** ("SlumberPlan", "we", "us", "our"), for your use of our child-sleep support service.

By creating an account or using SlumberPlan, you agree to these Terms. If you do not agree to them, please do not use the service.

These general terms apply when you create an account or use SlumberPlan. Your subscription contract is formed only as described in the 'Your subscription' section, and nothing in this paragraph changes that.

Please also read our Privacy Policy, which explains how we collect and use your personal information.

1. About SlumberPlan

SlumberPlan provides an adult-facing child-sleep support service that includes personalised sleep routines, a sleep diary and AI-powered support.

The service is intended for parents and carers of children. It is not intended for children to use independently.

SlumberPlan is currently available to families in the UK. We do not currently offer the service in other territories.

SlumberPlan is provided by:

Raidzer0 LTD t/a SlumberPlan, company number 11234967, registered office 3rd Floor, 16 Black Friars Lane, London, EC4V 6EB. Contact: hello@slumberplan.com.

Raidzer0 LTD
Company number: **11234967**
Registered in England and Wales
Trading as **SlumberPlan**

If you have any questions, contact us at **hello@slumberplan.com**.

2. The service and important health information

SlumberPlan provides personalised sleep guidance based on information you provide about your child's sleep, routine and circumstances.

Our guidance is generated using an AI system and is **not provided by human sleep consultants**.

SlumberPlan is not a medical service. Our guidance is intended to provide general support for everyday sleep routines and is **not medical advice, diagnosis or treatment**.

You should not rely on SlumberPlan instead of advice from a doctor, health visitor, pharmacist or other appropriately qualified healthcare professional.

Always seek professional medical advice if your child is unwell or if you have concerns about their health, breathing, feeding, development, behaviour or wellbeing.

If you believe your child needs urgent medical attention, contact the appropriate emergency or medical service.

AI-generated guidance may sometimes be incomplete, inaccurate or unsuitable for your particular circumstances. You remain responsible for deciding whether and how to follow any guidance provided.

3. Eligibility and your account

SlumberPlan supports children aged 4 months to 6 years, up to their 7th birthday (4 to 83 months inclusive).

You must be at least **18 years old** to use SlumberPlan.

You must also be authorised to provide information about the child whose details you enter into the service.

You are responsible for:

- providing accurate and up-to-date information;
- keeping your account credentials secure;
- keeping your password confidential;
- ensuring that information you provide is appropriate for the service; and
- activity carried out through your account.

Please contact us promptly if you believe that someone has accessed your account without your permission.

You must not create an account on behalf of a child or allow a child to use your account independently.

4. Your subscription

SlumberPlan is provided on a subscription basis.

The price, billing frequency and any applicable introductory offer will be clearly shown at checkout before you purchase.

Unless otherwise stated, your subscription will automatically renew at the end of each billing period until you cancel it.

Payment is taken in advance for each billing period by our payment provider.

Prices are displayed in pounds sterling. SlumberPlan is available in the United Kingdom only. Applicable taxes will be shown at checkout where required.

If your subscription begins with a free trial, your subscription contract is formed when your trial starts. Otherwise, it is formed when your first subscription payment is confirmed. Your statutory cancellation period ends at the end of the fourteenth day after the day your contract is formed.

Cancelling your subscription

You can cancel your subscription at any time in **Settings > Plan & Billing > Cancel subscription**, by emailing hello@slumberplan.com, or by writing to our registered office. We will not refuse a clear cancellation request because it was not made in Settings.

Stripe's billing portal is for payment details and invoices. To cancel, use Settings, email us or write to our registered office.

Where cancellation results in a full refund under your statutory cancellation right or our money-back guarantee, paid sleep-support access ends when cancellation takes effect. Otherwise, ordinary cancellation stops renewal and access continues until the end of the paid period.

We do not charge a cancellation fee.

Cancelling your subscription does not affect any legal right you may have to a refund.

Free trial (where offered)

(a) If we offer you a free trial when you sign up, you can use SlumberPlan free for 7 days from the moment you sign up (the "trial"). You will not be charged during the trial.

(b) You must give payment card details to start the trial. When you sign up, we will show you, and confirm by email, the date your first payment will be taken.

(c) Unless you cancel before the trial ends, your subscription will automatically become a paid monthly subscription when the trial ends. We will collect your first payment of £19 on or after the UK date and time shown at signup. Subsequent payments will be collected monthly on the billing dates shown in your account until you cancel.

(d) You can cancel at any time during the trial through Settings > Plan & Billing > Cancel subscription, by emailing hello@slumberplan.com or by writing to our registered office. If you cancel before the trial deadline, you will owe nothing. We will stop collection where possible. If a payment is nevertheless collected while we process your timely cancellation, we will automatically refund it in full, without deductions, without undue delay and within 14 days of receiving your cancellation.

(e) We will email you before the trial ends to remind you of the date and amount of your first payment.

(f) If your account setup is not complete when the trial ends, we will not take your first payment. We will cancel your subscription and let you know by email.

(g) One free trial per customer. We may use reasonable measures to identify repeat trial sign-ups, and we may decline a further trial where we reasonably believe you have already had one.

Cancelling within 14 days

If you are a consumer, you normally have the legal right to cancel within 14 days after the day your subscription contract is formed, without giving a reason. The contract-formation rule and deadline are stated above.

You have expressly requested that SlumberPlan begins providing its service immediately.

Your statutory cancellation right continues for the full 14-day cancellation period, even though we start providing the service immediately.

If you cancel before the trial deadline, you will owe nothing. We will stop collection where possible. If a payment is nevertheless collected while we process your timely cancellation, we will automatically refund it in full, without deductions, without undue delay and within 14 days of receiving your cancellation.

If you cancel after your first payment has been taken but within your statutory cancellation period, we will refund that payment in full.

We will not deduct any amount for services provided during that period.

To exercise your statutory cancellation right, you must tell us clearly that you wish to cancel before the cancellation period expires.

You can do this in Settings > Plan & Billing > Cancel subscription, by emailing hello@slumberplan.com or by writing to our registered office. We will not refuse a clear request because it did not come through Settings.

You may use the model cancellation form in the Appendix, but you do not have to.

Refunds will be made using your original payment method, without undue delay and within 14 days of receiving your cancellation request.

These rights are separate from, and do not limit, your additional rights under our 30-day money-back guarantee.

30-day money-back guarantee

We offer a 30-day money-back guarantee beginning on the date of your first successful subscription payment.

If you decide SlumberPlan is not right for you during those 30 days, you can cancel your subscription and receive a full refund of your first subscription payment.

You do not need to give a reason.

You can cancel in Settings > Plan & Billing > Cancel subscription, by emailing hello@slumberplan.com or by writing to our registered office.

We will refund your first payment using your original payment method.

We will refund your first payment within 14 days of your cancellation.

This guarantee is in addition to your statutory consumer rights and does not restrict those rights.

Withdrawing health-data consent

If you withdraw the explicit consent needed for your child's health information, access to the sleep-support service and billing stop immediately, rather than at the end of the paid period. You receive a full refund if your statutory cancellation right or our 30-day money-back guarantee applies; otherwise we refund the unused time in your paid period pro rata. Restoring service requires fresh explicit consent. See our Privacy Policy for what we delete and what evidence we retain.

Any pro-rata refund is calculated by the time remaining in your current billing period, rounded up to the nearest penny.

We make any refund due following withdrawal without undue delay and within 14 days, using your original payment method.

5. WhatsApp support

If you choose to use SlumberPlan through WhatsApp, support will be provided through WhatsApp using our messaging infrastructure.

By opting into WhatsApp support, you agree that we may send service-related messages to the WhatsApp number you provide.

You can stop using WhatsApp support at any time by contacting us or by stopping use of the WhatsApp channel.

WhatsApp is operated by Meta and is subject to WhatsApp's own terms and policies.

Your mobile network provider may charge you for data or messaging usage.

WhatsApp support is not an emergency or continuously monitored service.

Do not use WhatsApp or SlumberPlan to seek urgent medical assistance. For urgent concerns about your child, contact an appropriate healthcare professional or emergency service.

6. Acceptable use

You agree to use SlumberPlan only for its intended purpose and in accordance with these Terms.

You must not:

- use SlumberPlan for an unlawful purpose;
- attempt to gain unauthorised access to the service or another user's account;
- interfere with or disrupt the service;
- attempt to circumvent security or access controls;
- introduce malicious software or code;
- use automated systems to abuse or overload the service;
- copy, reproduce, resell or commercially exploit SlumberPlan content without our permission; or
- use SlumberPlan in a way that could damage the service or other users.

We may suspend or restrict access where we reasonably believe that an account is being used in serious breach of these Terms, for security reasons, or to prevent misuse of the service.

Where appropriate, we will give you an opportunity to resolve the issue before permanently closing an account.

7. Our content and your information

The software, routines, written content, design, branding and other materials provided through SlumberPlan belong to us or our licensors and are protected by intellectual property laws.

While you have an active subscription, we grant you a personal, non-exclusive and non-transferable right to use the service and its content for your own family's personal use.

You must not reproduce, redistribute, resell, publish or commercially exploit our content without our permission.

Information that you provide to SlumberPlan remains yours.

You give us permission to process and use that information as necessary to provide, operate, secure and improve SlumberPlan, in accordance with our Privacy Policy.

8. Availability and sleep outcomes

We aim to provide a reliable service, but we cannot guarantee that SlumberPlan will always be available, uninterrupted or error-free.

We may occasionally need to:

- carry out maintenance;
- make security updates;
- change or improve features;
- change our technology or service providers; or
- temporarily suspend parts of the service where necessary.

We will take reasonable steps to minimise disruption where practical.

Every child is different. While SlumberPlan is designed to provide personalised sleep support, **we cannot guarantee any particular sleep outcome**.

Your child's response to sleep guidance may vary depending on their age, development, health, environment and individual circumstances.

9. Our responsibility to you

We will provide SlumberPlan with reasonable care and skill and in accordance with applicable consumer law.

Nothing in these Terms excludes or limits any responsibility or liability that we cannot legally exclude or limit.

Subject to those legal rights, we are not responsible for:

- losses that could not reasonably have been expected when you entered into the contract;
- losses caused by circumstances outside our reasonable control;

We are not responsible for losses caused solely by decisions unrelated to our service. This does not exclude responsibility for our breach of contract, negligence or misleading guidance.

SlumberPlan provides general sleep guidance and is not a medical service, so we cannot promise any particular outcome for your child's sleep. Nothing in these Terms limits or excludes our liability for death or personal injury caused by our negligence, for fraud, or for anything else that cannot be limited or excluded by law.

Nothing in these Terms excludes or limits our liability for:

- death or personal injury caused by our negligence;
- fraud or fraudulent misrepresentation;
- breach of your statutory consumer rights;
- anything else that cannot legally be excluded or limited under UK law.

10. Suspending or ending your account

You can stop using SlumberPlan at any time.

You can cancel your subscription through your account and close your account by contacting **hello@slumberplan.com**.

We may suspend or terminate your access where:

- you seriously or repeatedly breach these Terms;
- your use creates a security or legal risk;
- you use the service fraudulently or unlawfully; or
- we are required to do so by law.

Where we terminate your subscription for a reason that is not your fault, we will refund any amount you have paid for a period of service that you will no longer receive, unless we have a lawful reason not to do so.

Where appropriate, we will give you reasonable notice before terminating the service.

Ending your account does not affect rights or obligations that arose before the account was closed.

Provisions that by their nature should continue after termination, including intellectual property, liability, governing law and outstanding payment obligations, will continue to apply.

11. Changes to the service

We may update or change SlumberPlan from time to time to:

- improve the service;
- maintain security;
- comply with legal or regulatory requirements;
- adapt to changes in technology; or
- introduce or remove features.

For a materially adverse change to a paid service, we will give you at least 30 days' advance notice, explain the reasons and let you cancel before it takes effect. If you cancel, we will refund the prepaid amount for the affected unused period pro rata. This does not limit statutory rights.

12. Changes to these Terms

We may update these Terms from time to time.

For minor or administrative changes, we may update the Terms without giving individual notice.

For a materially adverse change to these Terms, we will give at least 30 days' advance notice explaining the reasons and your right to cancel before the change takes effect.

If you do not agree, you may cancel before the change takes effect and receive a pro-rata refund for any prepaid affected unused period, without limiting any rights under applicable law.

The version of the Terms that applied when you purchased your subscription will continue to govern that purchase, subject to any changes that are required by law or otherwise permitted under these Terms.

13. Governing law and your legal rights

These Terms are governed by the laws of England and Wales.

If you are a consumer living in another part of the UK, nothing in these Terms prevents you from relying on mandatory rights or bringing proceedings in a court that has jurisdiction under applicable law.

Nothing in these Terms affects your statutory consumer rights.

14. Contact us

If you have any questions about these Terms or the SlumberPlan service, contact us at:

hello@slumberplan.com

Raidzer0 LTD
Company number 11234967
Registered in England and Wales
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Appendix: model cancellation form

(Complete and return this form only if you wish to withdraw from the contract.)

To Raidzer0 LTD t/a SlumberPlan, 3rd Floor, 16 Black Friars Lane, London, EC4V 6EB, hello@slumberplan.com:

I/We (*) hereby give notice that I/We (*) cancel my/our (*) contract of sale of the following goods (*)/for the supply of the following service (*),

Ordered on (*)/received on (*),

Name of consumer(s),

Address of consumer(s),

Signature of consumer(s) (only if this form is notified on paper),

Date

(*) Delete as appropriate.

Changes

23 October 2026: These Terms apply to new SlumberPlan subscriptions entered into on or after 23 October 2026, including the £19 monthly subscription and any seven-day free trial offered at signup. Earlier subscriptions remain governed by the Terms accepted when those subscriptions were entered into, unless subsequently varied by agreement.

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