



Mindful Mommy Doula Services

Key Terms & How Our Services Work

(Please read before continuing — this overview is designed to offer clarity, transparency, and peace of mind.)

Welcome

We're so glad you're here.

This document exists to help you understand **how our services are structured, who is involved in your care, and what to expect from both your doula and Mindful Mommy Doula Services**. Clear expectations create calmer experiences — especially during such a tender season.

Who Is Involved

Your Doula (Independent Service Provider)

Your doula is an **independent contractor** who provides postpartum support and/or belly binding services.

- All hands-on care, professional judgment, and service delivery are provided directly by your doula
 - Your doula is responsible for the quality, timing, and manner of care provided
 - Services are **non-medical** and supportive in nature
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Mindful Mommy Doula Services (The Agency)

Mindful Mommy Doula Services acts as the **administrative and payment agent** for your doula.

- We support the matching process, scheduling structure, and payment processing
 - We may assist with communication or clarification when needed
 - The Agency does **not** provide medical care
 - The Agency does **not** supervise or control the doula's professional services
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How Booking & Payment Works

- Services are booked through **Mindful Mommy Doula Services**
- Payment is collected by the Agency on behalf of your doula
- The Agency remits payment to the doula according to its agreement with them
- Agency fees cover matching, administration, and payment processing

Agency fees are non-refundable, except where required by law.

What Our Services Include (General Overview)

- All services are **non-medical**, supportive services

- Experiences and outcomes vary from person to person
 - Services are intended to offer comfort, education, and emotional support
 - Services are **not medical treatment** and do not guarantee specific outcomes
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Communication & Support

- Your **first point of contact** for care-related questions or concerns is always your doula
 - If needed, the Agency may assist with communication or clarification
 - Response times and communication expectations are outlined in your individual service agreement
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If a Concern Arises

We believe concerns are best handled **calmly, respectfully, and privately**.

Step 1: Talk to Your Doula First

Please share concerns directly with your doula as soon as possible.

Step 2: Escalate to the Agency (If Needed)

If the concern is not resolved, you may contact the Agency in writing.

We will review the concern and respond within a reasonable timeframe.

Possible Resolution Options

Depending on the situation and the contract, resolution may include:

- Clarification or guidance
- Rescheduling (when appropriate)
- Partial credit or refund for unused services (only where permitted by the agreement)

Refunds & Cancellations (At a Glance)

- Completed services are non-refundable
- Deposits reserve your doula's time and are generally non-refundable
- Missed or late-cancelled appointments may result in forfeited fees
- Compassionate circumstances (such as miscarriage or loss) are handled according to the contract

Any refunds or credits are processed administratively by the Agency in accordance with the refund policy outlined in your signed service agreement.

(Full details are provided in the legal agreement that follows.)

Why This Clarity Matters

This document is meant to:

- Set expectations **before emotions are involved**
- Clearly define roles and responsibilities
- Reduce misunderstandings and stress
- Create a respectful, professional container for care

If you have questions about any part of this process, **please ask before booking or signing**. We are always happy to clarify.

Mindful Mommy Doula Services

Support, structure, and care — thoughtfully held.

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