



# Lullabies Nest

Clinical support for your baby, wherever home is right now

## Guide to using Lullabies Nest



## How Lullabies Nest works:

The Lullabies Nest gives you access to Lisa — a paediatric and NICU nurse with 20+ years of experience and IBCLC lactation qualification — for everyday health questions about your baby or young child. You get a knowledgeable, experienced clinical voice when you need a sounding board and can't reach your usual paediatrician.

Lisa will tell you clearly when something is within her scope to guide you on, and when you need to seek in-person medical care. That honesty is non-negotiable and is part of the service.

## What Lullabies Nest' is for:

- Fevers, rashes, burns, bumps, wounds — is this A&E or wait-and-see?
- Feeding concerns — breastfeeding queries, formula questions, starting solids
- Newborn behaviour — what's normal, what isn't (Lisa's specialist area from her NICU background)
- Sleep questions — regressions, wakings, development vs illness
- Photo assessment — send a photo of a rash, burn, or wound and Lisa will assess it
- General reassurance — the 'should I be worried about this?' question
- Navigating the healthcare system in your country

## What Lullabies Nest is NOT for:

- NOT for emergencies. If your child is having a seizure, struggling to breathe, is unconscious, has severe bleeding, or you are genuinely frightened — call your local emergency services IMMEDIATELY.
- NOT a medical consultation, diagnosis service, or clinical record.
- NOT for prescriptions, referrals, or mental health support.
- NOT for extended consultations — quick questions yes; complex cases need a dedicated (Nest members have access to a subscriber rate on these).



## Response windows

Lisa responds Monday to Friday. She does not respond at weekends. Within each response window, Lisa reads and answers messages — she does not pick up messages in real time throughout the day.

	Lullabies Nest Group	Lullabies Nest 1:1
Response days	Mon- Fri	Mon- Fri
Response time	Lisa checks and responds once per day — morning Dubai time	<b>Lisa checks and responds min. 3x daily, 10am–10pm Dubai time</b>
Weekend	No weekend responses	No weekend responses
After hrs	Response next morning	Response next morning
Emergency cover	Emergency services in your country — always	Emergency services in your country — always
Resources	Access to essential Lullabies resources	<b>Access to all Lullabies resources</b>
Monthly addition	NA	<b>Monthly, personalised 30 minute call. Your baby's stage &amp; developmental needs</b>
Cost/mo	99 AED founder 149 aed regular 20 founder spaces available	299 AED founder 399 AED regular 10 founder spaces available



## Group rules (Lullabies Nest - Group WhatsApp)

The group is a clinical support space, not a social group. It works best when everyone is respectful, concise, and uses it for its intended purpose.

### Please do

- Introduce yourself when you join — baby's name, age, where you're based now
- Include relevant detail when asking a question: age, symptoms, how long, temperature reading if relevant
- Send photos of rashes, burns, or skin concerns — this helps Lisa give a more accurate response
- React to posts to show you've read them (thumbs up etc) — helps Lisa see who's seen the response
- Use the search function before asking — your question may already have been answered
- Message Lisa directly if your question is personal or sensitive

### Please don't

- Post the same question multiple times — Lisa will respond when she checks
- Use the group for social chat, memes, or non-health topics
- Share the group link or screenshots of others' questions without permission
- Offer your own medical advice to other members — leave clinical guidance to Lisa
- Worry if your question isn't answered immediately — it will be answered within the response window
- Post in the group if you're in an emergency situation — call your local services immediately



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## Sending photos — how to get the best response

Photos are actively encouraged. A clear photo can save back-and-forth and helps Lisa give a much more useful response. Here's how to take a photo Lisa can actually assess from:

- Good lighting — natural light if possible, or a bright room. Avoid flash directly on skin.
- No filter — standard camera app, no Instagram or Snapchat.
- Multiple angles — one zoomed out to show the whole area, one closer up.
- Something for scale if relevant — a coin or finger next to a rash or wound.
- Include: how long has this been there, is it spreading, is the child well in themselves?
- Please do not send pictures of the child's intimate areas or genitalia in the group. This includes areas around the groin/intimate area where you have covered up the child's genitalia with an emoji or 'sticker'. This is to avoid any exploitation or nudity within the group and to adhere to local, national and worldwide laws in different regions.
- Please do not send pictures where the baby can be identified fully (e.g full facial picture)



## Membership- Practical details

- Membership is monthly. Cancel any time before your next billing date.
- Founding member rates are locked for as long as you remain a member. If you cancel, the founding rate will not be available again.
- Lullabies Nest 1:1 is capped at 20 members. This may change. There is no waitlist — when a space opens, it is offered to the next enquirer.
- Lisa reserves the right to remove a member who misuses the space, posts harmful content, screenshots the group, or is abusive to other group members or to Lisa.
- Lullabies Nest is not a clinical record. Nothing shared in the group or in 1:1 threads constitutes formal medical advice or replaces the advice of your registered GP or paediatrician.
- Lisa will always tell you when something is outside her scope and when you need to see a doctor. This is a feature of the service, not a limitation.

## Lisa's Hours

Lisa is active Monday to Friday, 10am–10pm Dubai time (Gulf Standard Time, UTC+4). Dubai does not observe Daylight Saving Time — her hours are the same every day, year-round.

Note that several countries change their clocks across the year — where this is relevant, remember to take this into account. Should Lisa move countries, notice of this and new time-zones will be pinned into The Nest WhatsApp.

Tip: the best strategy if you're in a very different time zone -

Send your question or message in the evening (your time) before you go to sleep. Lisa's response window opens 8am Dubai — which is overnight or early morning for North American and Australian members. Your answer will be waiting when you wake up.

This works beautifully for the 2am feed worry, the bedtime rash you noticed, or the question that's been nagging at you all day.



## The resource library

Where to find the resources — and why it's Google Drive

The Lullabies Nest resource library lives in a shared Google Drive folder. The link is pinned at the top of the WhatsApp group. For 1:1 members, Lisa will send it in your welcome message.

Why Google Drive — not WhatsApp, not email

- WhatsApp files get buried within days and are impossible to search or organise. Documents shared in WhatsApp also expire after a period.
- Email attachments are hard to update — if Lisa revises a guide, you'd need a new copy.
- Google Drive gives you a structured, searchable folder. Files can be opened on any device, without a login. If a resource is updated, the link stays the same and the content updates automatically.

Think of it as a bookshelf. WhatsApp is a pile on the floor.

Please do not forward these resources on to non Nest members

None of the resources in the Lullabies Nest library are designed to replace Lisa. Every resource is written to help you ask a better question, understand what you're looking at, or know when to seek urgent help. They frame the problem — Lisa provides the answer.



## How the drive is structured

The Google Drive folder is organised into clear sections. You don't need a Google account to view the files.

-  WELCOME — Read this first. Lisa's intro, how to use the group, what to do in an emergency.
-  SAFETY & EMERGENCIES — Red flag signs by age, when to call 999/000/911, emergency numbers by country.
-  NEWBORN — Normal newborn guide, safe sleep, jaundice watch, cord care, newborn feeding.
-  FEEDING — Breastfeeding resources (Lisa's existing library), formula guidance, starting solids prep, weaning.
-  SLEEP — Lisa's existing sleep resources, development context, what's normal by age.
-  EVERYDAY HEALTH — Temperature guidance, rash visual guide, first aid quick reference.
-  MOVING COUNTRIES — Healthcare registration guides (see Part Four of this document).
-  FOR NANNIES & CARERS — Tailored version of key guidance for nannies using the group on behalf of their employer family.

**If you have difficulty accessing Lullabies Nest Library, please email: [hello@lullabies.ae](mailto:hello@lullabies.ae) with the email address you will be using for access.**



## Disclaimer - Lullabies | Birth & Beyond | The Early Years Collective | The Lullabies Nest

### Definitions

For the purposes of this Disclaimer, the terms "we", "us" and "our" refer collectively to Lullabies (operating at [lullabies.ae](http://lullabies.ae)) and all associated brands, programmes, collaborations and subsidiary offerings operating under or in connection with the Lullabies umbrella, including but not limited to:

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- Birth & Beyond (including the Birth & Beyond Masterclass Series and any associated programmes delivered in collaboration with third parties)
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- The Lullabies Nest (including the Group WhatsApp membership and 1:1 direct access membership)

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### Voluntary Participation

You agree and confirm that you have undertaken your own due diligence about us and our services and fully understand the scope and nature of our services. In obtaining our services, you agree that you are entering into a relationship with us of your own free will and volition with full understanding of your rights, risk and responsibilities. After appointing us, you confirm that you will not dispute the validity of our relationship or services.

You further confirm that you have legal capacity and competence to enter into legal agreements and are purchasing our services, freely, voluntarily at your sole risk.



### No Guarantee

We make no guarantees or warranties with respect to any results you may expect to receive or information or services offered or provided in any component of the services offered to, or received by you. You agree to fully and forever release and discharge us and our administrators, practitioners, employees, owners, officers, members, managers, representatives, affiliates, and each of their successors, assigns, estates, beneficiaries, legal representatives, agents, attorneys, insurance carriers, sponsors, consultants, volunteers and independent contractors on behalf of yourself and your respective successors, executors and assignees, in perpetuity, of and from any and all manner of claims, liabilities, obligations, actions, causes of action and expenses (including attorneys' fees) which you may have arising from, related to, or based on any injuries, damages or losses to yourself or other persons (including death), property (whether tangible or intangible), results or other matter, which may be sustained directly or indirectly as a result of: (a) any component of the services offered to, or received by you; and (b) its receipt and use of any information received as part of our services.

### No Medical Advice

You acknowledge that our services are not designed to, and do not provide medical advice, diagnosis, prognosis, treatment or cure for any medical condition, disease or illness. You understand that you should never disregard professional medical advice, nor delay in seeking it, because of something you have learned, viewed, listened to, read or otherwise ascertained or garnered from or based on our services or any information conveyed to you by us, or our representatives (before, during or after any of our services). Anything you learn or experience from our services or any related information is not intended to replace the services of a trained healthcare professional or be a substitute for the medical advice of physicians. We recommend that you consult a physician in all matters relating to you and your child/family's health, particularly with respect to any symptoms that may require diagnosis or medical attention.



### Discontinuation of Our Services

You acknowledge at any time and in our sole discretion, we have the right to discontinue our services. You acknowledge and agree to our right to do so and waive all claims against us in this respect.

### Confidentiality

You acknowledge and agree that all information about our clients shall remain strictly confidential with us except in very rare circumstances whereby disclosure is required by law or by a regulatory authority and in such case, we shall follow the instructions of the authority without further responsibility or liability towards you.

We are not responsible for sharing your data with any third party and you may not require us to do so.

### Group Communications, Images and Member Conduct

The following provisions apply specifically to services delivered through group-based platforms, including but not limited to The Lullabies Nest Group WhatsApp membership and any other group communication channels operated by us.

#### Limitation of liability for member-shared content

- We have no responsibility for, and no control over, any images, photographs, videos, messages or information shared by members within a group platform. Once content is shared within a group, we cannot guarantee or enforce how other members handle, store, forward, screenshot, or otherwise use that content.
- You acknowledge that whilst sharing of member content outside the group is strictly prohibited under our group rules, we cannot be held responsible for the actions of other members in this regard. By sharing any content within a group platform, you accept this risk entirely and release us from any and all liability arising from the actions of other members in relation to your shared content.



In order to reduce the risk of your images being retained or shared without your consent, we strongly recommend the following:

- All photographs and images should be sent using WhatsApp's "View Once" feature, which allows the recipient to open the image one time only before it is no longer accessible. This is our strongly preferred method for any clinical photographs.
- If we require sight of an image again at any point, we will request it from you directly. You should not resend images previously shared unless requested by us.
- By choosing not to use the "View Once" feature, you accept the associated risk and we accept no liability for any consequences arising from images shared in standard format.

Prohibited content — images of children

- You must not share, within any group platform operated by us, any image or photograph in which:
  - The child's genitalia, intimate areas, or any sexualised content is visible, even where the intent is clinical or medical in nature
  - The child can be clearly identified by face or other identifying features, unless you have expressly consented to this and accept full responsibility for any consequences

Where a photograph of an intimate or sensitive area is clinically necessary for assessment purposes, it must be sent directly and privately to Lisa via the 1:1 thread or direct message, and must be sent using the View Once feature.

We reserve the right to remove any member who shares content in breach of these provisions and to report any content that may constitute a safeguarding concern to the relevant authorities.

You acknowledge that group platforms are not a secure clinical environment and that by choosing to use a group service, you accept the inherent limitations of group-based communication. Where a greater degree of privacy and confidentiality is required, you are encouraged to use the 1:1 direct membership tier or to contact us privately.



#### Remedy

You understand, confirm and agree that your sole remedy in case of our proven liability towards a claim from you, shall be limited to the refund of fees you have paid to us in the month preceding your proven claim.

#### No Refund Policy

You understand and agree we have a 'no-refunds' policy and accordingly waive rights to claim refunds from us.

#### Disputes

You waive rights to bring any claim against us in any consumer forum and agree unequivocally that in case you have any valid claims against us that remain unresolved after you have notified us in writing by providing at least thirty (30) days' notice, this will be referred by you exclusively to arbitration by three (3) arbitrators in the English language, with its seat in Dubai under the rules of the Dubai International Arbitration Centre.

#### Consent

In using our services and accessing our website [lullabies.ae](http://lullabies.ae), you agree and confirm that you have fully and properly read and understood the terms of this disclaimer.

For more information on baby & child sleep, baby massage classes, breastfeeding/lactation support, first aid awareness sessions, starting solids, baby signing or nanny training, please visit [Lullabies.ae](http://Lullabies.ae) or [LullabiesDXB](http://LullabiesDXB)

The Lullabies Nest/The Nest is clinical support for your baby, wherever home is right now.

[lullabies.ae](http://lullabies.ae) | [@lullabiesdxb](https://www.instagram.com/lullabiesdxb) | Dubai, UAE

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