

# SANI

RESORT



*Carol Mae Baby Consulting*



# INTRODUCING

## *The Sani Baby and Toddler Consultation Service*

Holidaying for the first time with a young family can be a little daunting. At Sani, we like to make things as special and stress-free as possible. With this in mind, we offer a bespoke advice programme in partnership with Carol Mae Consulting, renowned baby consultant based in the UK. This expert consultation helps families adjust to sleep and behavioural changes associated with travel, allowing parents and their little ones the luxury of truly relishing the Resort and all it has to offer.

Programme options include a personalized guide on how families can smoothly adapt to a new environment and a list of extras to transform the family Sani Suite into a home away from home. Advice for available resort activities and airport/airplane coping tips is available prior to your trip with much more support for your travel to Sani and any time changes that may occur.

If you are thinking of taking the leap and jetting off with your family for the first time, then fear not, Sani is with you every step of the way.

**This is a complimentary service offered exclusively to Porto Sani Guests.**

*For families with children from 0-2 years of age.*



## *At a glance*

Carol Mae Consulting Limited (CMC) is a well-established sleep and baby consultancy company in the UK. Carol and her team provide free 30 min consultation calls to eligible Sani guests traveling with children under 2 years of age, bookable before or during your stay. The CMC team will be available to answer any questions around sleep/behaviour or any eating queries the family may have. It will also help with any queries around the sleeping arrangements whilst on holiday and how to maintain a flexible routine for the children enabling a happy holiday for all.

**Available:** Mon, Wed and Fri between 10:30am and 17:30pm Greek time

## *Company Background*

After many years within the childcare industry, Carol decided to open a consultancy business that has grown from strength to strength since 2011. Several services are offered by the company tailored to the needs of the families seeking Carol's assistance. CMC has developed an excellent reputation for providing top quality solutions, from nanny placements to 'one to one' sleep training, with a loyal, extensive client base. Our services have been used by the royal families of Qatar, Saudi Arabia and the UAE. As the business has grown, CMC has used a select number of independent sleep consultants to cover the growing demand for this service within the UK. All consultants follow the same methodologies that Carol takes and, as such, there is consistency in the advice, professionalism and experience that is offered to CMC clients. To offer an unapparelled service, all maternity nurses, nannies and consultants are thoroughly vetted and only the best in class candidates are selected to work with the company.

## *Phone Consultations*

Each phone consultation provides expert guidance with changes to time, sleep and routines for each individual child. Tips for sleeping dynamics in suites will allow for a flexible, relaxed holiday. Calls will be 30 minutes in duration offered to eligible guests with children under 2 years old. Calls will be undertaken by Carol Mae Consulting Limited and conducted in English.

## *Content of Calls*

The consultant will guide discussions around sleep routine on holidays for children, room orientation to provide a peaceful environment and suggestions on food issues that the family may already be encountering (e.g. fussy eaters).

## *Scheduling Procedure*

1. Eligible guests will receive information about the service before their holiday to Sani. Last minute booking possible, subject to availability.
2. CMC Ltd offers 30-minute consultations between 10:30 and 17:30 (local time) with a maximum of 10 calls a day.
3. The Suite Secretary will inform CMC Ltd of the following day's scheduled calls, family name(s), child's name and age, resort location and contact information.
4. At the time of the scheduled call, the Suite Secretary will call CMC Ltd on a dedicated number (+447958284793) and connect the calls with the relevant family.
5. There will be 15-minute gaps between call bookings to facilitate any call over-runs or issues with call connections.



# FAQs

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**Q: Can guests schedule their calls before they attend the resort?**

**A:** Yes, eligible guests will be able to schedule calls before they even leave home although they will not be able to book another call with CMC Ltd during their stay at Sani. Should they wish to have another call, this would need to be booked directly via CMC Ltd who would bill the clients directly. In order to book these, the guests would need to contact: carol@carolmaeconsulting.co.uk

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**Q: Will CMC Ltd be able to solve sleep issues within 30mins?**

**A:** Sleep is a behavioural pattern for children and routines cannot be fully implemented in the course of 1 call. The service is designed to alleviate some of the common issues around acclimatizing to a holiday such as jet lag, dealing with a new environment (e.g. change in temperature and climate). Suggestions will be made by the consultant to the family to help children adjust to these new changes in order to promote a more restful holiday for the entire family.

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**Q: The family loved the service and want to make further contact with CMC Ltd when they get back home. How do they do that?**

**A:** Families can visit the CMC Ltd website: [www.carolmaeconsulting.co.uk](http://www.carolmaeconsulting.co.uk) and contact the company directly using the contact form provided on the website.

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**Q: A guest at my resort wants to make a last-minute booking for this service – can they do that on the day?**

**A:** Providing that there are free slots available, Customer services would need to contact CMC Ltd to inform them of this late booking. If there is availability, a call can be scheduled in this free slot.

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**Q: Is there any availability to schedule a call before the holiday during the evening?**

**A:** CMC Ltd would be able to undertake some calls in the evening before the family arrive at Sani. These would need to be confirmed before scheduling the booking via Customer Services who would contact CMC Ltd. During the guests' holidays, calls cannot be scheduled for the evening (due to time differences).





*Thank you!*