

TERMS & CONDITIONS

Upon making the booking deposit, the following terms and conditions are deemed to be acceptable by yourself:

1. EXTENSION OF SERVICE

Should you wish to extend her services, you are required to notify the agency in advance as the nanny may be booked for other assignments. The agency fee is still applicable to all extended services.

2. PROVISION OF NANNY

You must notify our agency immediately once you decide to engage the service of the respective care provider and no direct dealing is allowed. If you are found to have engaged the care provider's services without notifying our company, you are liable to pay our company a one-time off penalty fee of S\$2000.00.

3. TERMINATION OF SERVICES

- a. Should the client decide to terminate the service before the due date, there will not be any refund on the booking fee made to the agency. The client is liable to make the full booking fee to the agency, according to the amount indicated in the invoice which was issued upon confirmation of booking.
- b. Should the client decide to terminate the nanny's services while on assignment, without wanting to give a reason OR do not want a replacement after the termination, full salary is required to be paid to the nanny. If the client has a valid reason for termination and requires a replacement nanny, the nanny's salary will be prorated accordingly. The client must confirm immediately if they wish to proceed with a replacement so we can begin the process. Alternatively, if nannies have been shortlisted, the client must confirm the booking within two weeks. Failure to do so will result in the forfeiture of the remaining agency fee.
- c. If the nanny needs to leave earlier, we will send you the pro-rated amount of nanny's salary that you need to pay her. And we will find you a replacement nanny for the balance days. If you do not require a replacement nanny, balance agency fee is forfeited.
- d. Should the client decide to terminate the nanny's services due to personal reasons or shorten the booking period due to a travel or holiday plan, the nanny's full salary is required to be paid. Agency fee will be non-refundable too.
- e. If the nanny cancels the booking before the due date, we will do our best to find you a replacement. If we are unable to secure one within 3 weeks, we will refund you the booking fee, deducting an admin fee of S\$300.
- f. If a replacement nanny is required after the start date, we will do our best to find one for you. If we are unable to do so within 2 weeks, we will refund either the pro-rated booking fee or the booking fee minus a minimum administrative fee of S\$300, whichever is higher.

4. ADDITIONAL DEPOSIT

- a. After one week of commencement of service from the current invoice, an additional booking fee will be collected if the client decides to extend the nanny for the subsequent month. This is to secure the nanny.
- b. For any replacement services, agency fee will be pro-rated accordingly, and if you exceed the initial booking period, agency fee will be payable for the additional period that you require the replacement nanny.

5. FORFEITURE OF DEPOSIT

Agency Fee is forfeited, in the event if the parent decides to cancel the services after the booking has been made. Upon issuing an Invoice, the booking is confirmed.

6. PARTIAL REIMBURSEMENT OF DEPOSIT

Should the Client decide to terminate the services due to medical reason where she is not able to continue with her pregnancy, we will refund you the booking fee less an admin fee of S\$300.