

## TERMS & CONDITIONS (Day / Night)

### **1. Payment Policy**

#### **For Start Date later than 2 weeks**

Upon receiving our invoice, you are required to make a booking deposit of S\$1000 to secure the nanny. Upon receiving the deposit payment, we will then notify the nanny that you have confirmed her booking. We are unable to inform the nanny on the confirmation or secure her until the booking deposit is paid.

Balance payment is to be made 2 days before commencement or at least a day before she reports in to work. Therefore once we confirm her start date, you can make the payment. Pre-payment is made so that your booking period is guaranteed. This is to prevent any cancellation due to change of requirement.

#### **For Start Date within 2 weeks**

Upon receiving our invoice, you are required to make full payment as indicated in the invoice. Usually for long term jobs, it will be based on a min 20 weekdays and for short term it will be for the entire period. Pre-payment is made so that your booking period is guaranteed. This is to prevent any cancellation due to change of requirement.

Upon receiving your payment, we will then notify the nanny that you have confirmed her booking and will send her your contact details and address so she can start in time. We are unable to inform the nanny on the confirmation or secure her until the payment is made.

Our company bank details and paynow details will be given to you when we send you the invoice.

For night care services, there will be additional deposits collected based on the number of months.

For example if you book a night nanny for 3 months, we will then collect a deposit of S\$1000 for each month, a total of S\$3000 to secure her for those 3 months.

### **2. Replacement Policy**

You are entitled to replacement nanny at any time if the nanny you have booked is not suitable or able to commit to the agreed period.

Prior to the commencement of services, if we are unable to provide the nanny you have requested due to circumstances beyond our control, for instance, if the nanny cancels the engagement or due to personal reasons, then we will work on finding you a suitable replacement.

OR after commencement, if the nanny is not suitable, we will work on a replacement nanny too.

You can decide if you wish to continue with the existing nanny until the replacement nanny comes in or choose to stop the nanny and wait for us to start the process again in finding you a replacement nanny.

Our replacement options has no limit, as our goal is to make sure you have the right person at your home that you are comfortable. Not many agencies provide this flexibility and usually they tie you down with just 1 or 2 replacement. However we don't give you a limit on the replacement nanny.

However while we are working on a replacement nanny, but in that event if your requirement changes or you decide to take a nanny elsewhere then the payment you have made will be non-refundable.

### **3. Termination / Extension Policy**

**For short term period from 1 week to 4 weeks of service including ad-hoc services**, upon confirmation you are required to abide to the working hours & the entire period that you have confirmed.

**Termination of service for long term assignment** (more than 4 weeks), are required to give at least one (1) month's notice in advance by both parties. The time frame is required so that we have ample time to either find you a replacement or to find a new assignment for our care provider. The one month will start from the date you have officially notified the agency therefore do take note to inform us.

Changing of hours, days or cutting short of period are not allowed as the nanny agrees to take the job based on this arrangement and any changes may affect their income.

If you decide to cancel the booking before your EDD, the booking deposit paid is non refundable. And if you cancel the services after the nanny has started, the balance payment made is non refundable.

The month will start from the date you have officially notified the agency therefore do take note to inform us.

For any extension of hours or weekends, it is subject to nanny's availability and the agency should be notified so we can send you the invoice for the additional services. All additional hours will be charged at our hourly rate, weekdays (\$30-40/hr), weekends (\$35-\$45/hr), PH (\$40-\$50/hr) based on 1-2 kids.

And same for any extension of period after the 20 days or period you have booked, the agency should be notified as well.

**There should not be any direct dealing.**

If you are found to have engaged the care provider without notifying our company you are liable to pay our company a one time off fee of S\$2000.00 for breach of trust.

### **4. Refund Policy**

Our refund options is only applicable if in the event we notify you that we do not have anyone available for the replacement services and we officially let you know that you need to consider other alternatives. In this case, the payment made will be refunded to you accordingly.

### **5. Paid Leaves / Unpaid Leaves**

If you do not require the nanny to report in to work on any days, those days are still required to be paid to the nanny as the 20 weekdays are required to be consecutive period. Furthermore in such requests, the nanny's income will be affected therefore they should be paid.

These nannies works on freelance basis therefore they are not entitled to any annual leaves, medical leaves or bonus. Thus we implemented this condition on paying them if the client do not require them on any days for any reasons, some etc like they have a hospital visit, visitors coming over, or travelling a few days so do not require the nanny.

However if the nanny is unable to come in if she is sick or any urgent matter, those days will be unpaid and will be added to the end date of the invoice, so your booking period will be extended accordingly.

If you need a replacement during the nanny's absence, we can work on it too but subject to availability especially for sick leaves we are notified at last min so we have very short notice to work on it but we will try our very best for you.