

Confinement Nanny Service – Employer Responsibilities & Guidelines

The agreed package price covers:

Nanny's salary (pay directly to nanny), Referral Fee (if any), Work Permit and Medical Insurance & Agency Fee

Note: For a 2nd month extension, only the nanny's salary and agency fee are applicable.

Employer Obligations

1. **Levy:** Payable to MOM upon receiving the payment advice for the nanny's work permit.
2. **Meals:** Provide 3 proper meals daily; the nanny will prepare her own meals.
3. **Accommodation:** Provide a proper bed for the nanny, who will sleep with the baby in the nursery (not a mattress on the floor).
4. **Red Packets (Ang Bao):**
 - 1st day: \$50–\$80
 - Last day: Based on employer satisfaction
 - During Chinese New Year: Additional packet on CNY day
5. **Temporary / Replacement Nanny:** Employers are entitled to a temporary or replacement nanny. Additional costs for work permit application, medical insurance, and pro-rated agency fee apply.
6. **Medical Insurance:** Covers inpatient expenses within policy limits. Employers must pay all expenses beyond coverage. Nannies cannot be asked to pay medical costs, including on rest days.
7. **Vegetarian Household:** \$150 meal allowance on the first day, along with the red packet, as compensation for working in a vegetarian household.
8. **House with Stairs:** \$200 surcharge payable to the nanny on the first day.
9. **Weekly Time Off:** After the first confinement month, the nanny is entitled to one day off per week (9am–6pm).
10. **Transport Fee:** Employers are required to cover two-way transport (e.g., Grab/Taxi) between Singapore Customs, Changi Airport, or any location within Singapore on the nanny's first and last day.
 - If the nanny books the transport herself, employers may reimburse the fare with receipt.
 - Should the nanny request any additional transport arrangements beyond what is stated above, please inform the agency directly so we can assist in handling the matter appropriately.
11. **Food & Toiletries:** Employer is responsible for the nanny's upkeep, such as provision of food, a comfortable bed, adequate break periods and basic toiletries.
 - Employers are not required to provide premium food, branded toiletries, or personal items based on the nanny's preferences.
 - For any such requests, please refer the nanny to the agency for guidance..
12. **Referral Fee:** Due to high demand, nannies may be sourced through partner networks.

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.

Guidelines for Parents

1. **Standby Period:** Nanny will be on standby 7 days before and after the expected due date (EDD). If delivery occurs outside this period, the agency will attempt to provide a replacement for the balance of the booking period.
2. **Start of Work:** Nanny starts only after mother and baby are discharged from the hospital.
3. **Salary Payment:** Salary should be paid every 28 days, counted from the start date (e.g., 1st January to 28th January). Payment can be made via cash or bank transfer.
4. **Departure:** Nanny will leave at the same time she arrived on the first day.
5. **Weekly Off:** After the first month, the nanny is entitled to a weekly day off (9am–6pm).
6. **Agency Notification:** Notify the agency immediately if you wish to engage or extend the nanny. Direct arrangements are not permitted.
7. **Overlapping Schedules:** Employers pay both nannies on days of overlap to ensure smooth handover.
8. **Transport Reimbursement:** Refer to Employer Obligations (Point 10).
9. **Food & Toiletries:** Refer to Employer Obligations (Point 11).
10. **MOM Levy Fees:**
 - Newborn Singaporean child: \$60/month
 - Newborn non-Singaporean child: \$300/month
11. **Red Packets:** Refer to Employer Obligations (Point 4).
12. **House with Stairs Surcharge:** Refer to Employer Obligations (Point 8).
13. **Vegetarian Household Allowance:** Refer to Employer Obligations (Point 7).
14. **Meals:** Nanny prepares her own three proper meals daily.
15. **Disputes:** Contact the agency (**Patricia: 96998324**) for assistance. All discussions will be handled with discretion.

Additional Notes

- Nannies exceeding 90-day stays in Singapore may incur a \$40 MOM extension fee. Employers must pay and provide remittance slip to the agency, deduction from nanny's salary is permitted.
- Only the initial booking period is guaranteed. Extensions are subject to availability. Agency fees for extensions are pro-rated and refundable if nanny is released early due to subsequent clients.