

TERMS & CONDITIONS (Day / Night)

1. Payment Policy

For Start Date later than 14 working days

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 of the confirmation or secure her until the booking deposit is paid.

Balance payment is to be made 2 days before commencement. 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 a change in requirements.

For Start Date within 14 working days

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 jobs, 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 a change in requirements.

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 on time. We are unable to inform the nanny of 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 a replacement nanny at any time if the nanny you have booked is not suitable or did not fulfill the agreed booking period. This applies to all services, including full-time, part-time, short-term & even ad-hoc for both day & night services.

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 or she decides to stop the services without notice, we will work on a replacement nanny. 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, giving us some time .

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 due to our non refund policy.

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. This includes even in the event that our nanny becomes the cause of terminating her services.

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.

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 initial booking period, regardless if it is a 20 days period, fewer times per week, or even ad-hoc basics - the agency should be notified at all times. You are not allowed to directly engage the nanny we have recommended at any time, even for your subsequent children in future.

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. In addition, the customer is also required to make full payment to the agency for those days that has been engaged privately without the agency's knowledge.

4. Paid Leaves / Unpaid Leaves

If you do not require the nanny to report in to work on any days, the booking period or dates are still required to be paid to the nanny. The booking dates & working hours with the nanny should not be reduced or cancelled due to a customer's change of plans. This is because as in such requests, the nanny's income will be affected therefore they should be paid accordingly.

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 customer do not require the nanny on any days for any reasons, such as they have a hospital visit, visitors coming over, or travelling a few days / weeks.

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.