



Berkshire Nannies terms and conditions for babysitting

Please note: Berkshire Nannies are not an employer, we are strictly an introductory service. Our role is to match clients with the most suitable babysitter.

Bookings

- Bookings should be made by telephone or email.
- All bookings are for a minimum of 3 hours.
- The booking fee is £12.50 if you are giving more than 48 hours notice. If between 24-48 hours notice, the booking fee is £14.50 and if you are giving less than 24 hours, the booking fee is £16.50.
- Please try to give us as much notice as you can when booking. Although we will do our best to provide you with a babysitter, we cannot always guarantee availability.
- We will try to accommodate specific requests, i.e. special needs experience for babysitters but again, we cannot guarantee this. Please try to give us as much notice as you can so we can try to accommodate any requests
- Once you have received a confirmation email from Berkshire Nannies, the booking fee is payable. Please ensure the booking fee is paid before the arranged babysitting date.
- All bookings must be made through Berkshire Nannies. Parents and sitters will be removed from Berkshire Nannies if bookings are made privately. It is not permitted that the client contacts the sitters directly.
- The babysitter will contact you in advance to confirm relevant information. This is your opportunity to discuss anything you consider relevant, for example, directions.

Cancellation

- If you wish to cancel your booking after confirmation email is sent and booking is made, the booking fee will still be payable to Berkshire Nannies
- If the babysitter cancels your booking, Berkshire Nannies will try our best to find a replacement. If this isn't possible, a full refund of the booking fee will be provided.
- Please be aware that if you wish to cancel your booking within 24 hours of the booking taking place, you will be required to pay 50% of the babysitting wage.

Babysitting

- The babysitter is to be paid at the end of the evening. They will have their own transport so there are no additional costs.
- The hourly rate is £8.50 per hour and £10 after midnight Monday-Sunday after 6pm. If you require a babysitter before 6pm, you will be charged the daily rate which is £10 an hour (up to 6pm).
- If you require a babysitter on a special occasion, i.e. Christmas period, Valentines Day, extra charge will be applied- please contact us for more details.
- The babysitter is not permitted to bath any child or administer any medication.
- Please leave the babysitter your contact details, your emergency contact details, the children's medical details and details for children's GP.
- If you are running late, please contact the babysitter to let them know. PLEASE NOTE: You will be charged for the entire time the babysitter is at your home.
- Babysitters can only look after the children registered on your form, unless arranged at time of booking.



Babysitting+ service

- All jobs and services required from babysitter must be confirmed at the time of the booking.
- Safety and care of your children come first, therefore if required jobs are unable to be completed, the babysitters hourly rate will revert to normal, i.e. £8.50 an hour, £10 an hour after midnight.
- Babysitting+ rate is £10 an hour before and after midnight.
- Babysitting+ services include: no more than 1 basket of ironing and 2 loads of washing, general tidying such as loading/unloading dishwasher, washing up, cleaning & tidying kitchen sides, tidying toys away. Does not include housekeeping tasks e.g cleaning toilets, changing beds, hoovering, dusting etc.

Liability

- Berkshire Nannies endeavours to provide the Client with only the most suitable Candidates. However the Client must satisfy itself as to the suitability of the Candidate prior to making an offer to the Candidate.
- Berkshire Nannies does not accept any liability for any kind of inconvenience, loss or damage howsoever arising and whether caused directly or indirectly from an act or omission of a Candidate introduced by the Agency. Similarly no warranty is offered in respect of the suitability, honesty, capability or character of any Candidate introduced by the Agency and employed by the Client.
- Candidates are not the employees of Berkshire Nannies. The Client is responsible for ensuring that their home contents insurance includes cover for Employers and Public Liability insurance for domestic workers, including childcarers. The Agency does not exclude or restrict liability for death or personal injury resulting from its negligence.