



## **MEMBERSHIP AGREEMENT**

Barcelona, at <DATE>

### **GATHERED**

On the one part: **Mrs. Josi ANNE SAMBOU**, hereinafter referred to as "Mrs. Sambou" of legal age, with registered address in c/ Canvis Vells, 6, 3º - 2ª, 08003-Barcelona, with **NIE: Y-4368798 P (i.e. Spanish Foreigner ID Number)**

On the other part: Mr./Mrs. <NAME>, hereinafter referred to as "Mr./Mrs. SUR NAME", of legal age, with registered address in ADDRESS, with **DNI/NIF/NIE OR PASSPORT(i.e. Spanish (Foreigner) ID Number)** SPECIFY.

### **ACTING**

On the one part: Mrs. Sambou, on behalf of and representing, as Sole Director, THE COMPANY THE NANNY LINE, S.L., with Tax ID Number B-66842964 (hereinafter, "**THE COMPANY**"),

And,

On the other part: Mr./Mrs. **SURNAME**, acting on his/her own behalf and representing himself/herself (hereinafter, "**THE FAMILY**").

Both parties mutually recognize each other's necessary and sufficient legal capacity to enter into this agreement, as well as any special capacity required by the present act, of their free and spontaneous will,

### **RECITALS**

- I. THE NANNY LINE, S.L. is a company that exclusively provides services related to nannies.
- II. THE FAMILY intends to contract the services of a nanny through THE COMPANY THE NANNY LINE, S.L., which will act as a mere intermediary.
- III. This agreement cancels and renders ineffective any other previous agreement, written or oral, entered into by the parties in relation to the specialities herein.

And, by virtue of the aforementioned, both parties agree to enter into this **SERVICE AGREEMENT** that will be governed by the following;

### **CLAUSES**

#### **FIRST.- Object.**

The object of the present Agreement is to establish the service to be rendered by THE COMPANY to THE FAMILY. THE COMPANY will provide a nanny according to THE FAMILY's needs. THE NANNY will be part of THE NANNY LINE, S.L.'s team and THE COMPANY will act as a mere intermediary.

#### **SECOND.- Duration.**

The Agreement will be effective from the date it is entered into, and will be valid for **SPECIFY.**

#### **THIRD.- COMPANY's obligations.**

During the valid duration of the present Agreement, THE COMPANY undertakes to:

- Provide a NANNY to THE FAMILY suitable to the service requested and agreed upon by THE FAMILY.
- Be at THE FAMILY's disposal for anything they need, and the possibility to change THE NANNY within the guidelines of this contract.
- Arrange and settle the salary or hourly rate of THE NANNY with THE FAMILY.

- Salaries and hourly rate are only discussed between THE COMPANY and THE FAMILY.
- THE COMPANY will be able to obtain information about THE FAMILY, in terms of their interests and family situation and share it with possible nannies who could meet the requirements.
- THE COMPANY does not bear any responsibility regarding THE NANNY's behaviour while working.
- THE COMPANY will act as mediator in case of conflict between THE FAMILY and THE NANNY.
- Treat all information received from THE FAMILY to THE COMPANY as confidential.

#### **FOURTH. – SERVICE GUARANTEE**

- THE COMPANY will provide a suitable nanny if the exact profile cannot be found.
- THE COMPANY will provide a suitable nanny if given at least 2 notice or a full refund will be issued.
- Last minute bookings, requested with less than 2 hours' notice, are not guaranteed.
- If THE COMPANY cannot find a suitable nanny [does not fulfil the qualifications to care for the child(ren)] then a full refund will be issued.
- If THE COMPANY finds a suitable nanny but THE FAMILY refuses THE NANNY based on sex, nationality, ethnicity the entire booking amount will be charged.
- THE COMPANY expects THE NANNY to behave according to THE COMPANY's standards and rules but ultimately, THE COMPANY is not responsible for the behavior of THE NANNY while on duty.
- THE COMPANY guarantees THE NANNY to arrive 15 minutes before their shift begins unless there are external circumstances that prevent this.
- THE NANNY will be in contact with THE FAMILY if they cannot arrive on time.
- If THE NANNY is late to a booking, THE COMPANY will refund the time THE NANNY was late or credit it to another booking or if agreed by all parties, THE NANNY will stay later to recover the time.

#### **4a. MEMBER BENEFITS:**

- Access to the full database.
- THE NANNY you book will be covered by THE NANNY Line [Civil Liability insurance](#).
- 10% discount off total booking (before IVA 21%).
- Emergency / last minute booking fee is waived.
- Anything over 2 children, €2.00 /hr /per extra child (instead of €3.00/hr/per child).
- 1 hour free when you register and book your first nanny.
- Make your friend a member and get 4 hours for free.
- Book a Night Nanny for €125.00 (€25.00 savings).
- 30% off Holiday Booking for 3 or 4 weeks of service (before IVA 21%).
- Cancel membership any time.

## **FIFTH: FAMILY'S obligations.**

During the valid duration of the present Agreement, THE FAMILY undertakes to:

### **5a. FEES**

#### **i. MEMBERSHIP FEE:**

- o Membership subscription is paid in advance.
- o Pay a one-time registration fee in the amount of €44.95.
- o Pay a one-time annual subscription of €99.95 + IVA 21% via an e-payment.

#### **ii.AGENCY FEE FOR ALL OTHER BOOKINGS:**

- o Payment must be made in advance.
- o Pay nanny salary and agency fee as outlined in policy sent to you.

#### **iii.OCCASIONAL BOOKING FEES**

- o All bookings are paid in advance.
- o Rates: The service for a Babysitters are €14.52/hr and Nannies are €19.96/hr.
- o Agency fee of €2.00/hr.
- o 10% discount will be applied (before IVA 21%).
- o IVA 21% on the total amount after discount.
- o When THE FAMILY has more than 2 children the agency charges €2.00/hr/per extra child (instead of €3.00/hr/extra child).

### **5b. BOOKINGS**

- o THE FAMILY will give THE NANNY enough information about the child(ren)to do their job properly.
- o THE FAMILY must inform THE COMPANY/nanny of any special care needed by their children ahead of time.
- o THE FAMILY is expected to arrive back at their agreed time in order to get a full nanny update.
- o If THE FAMILY arrives 15 minutes late, they will be charged 30 minutes of additional service fees. If they arrive 30 minutes or more, they will be charged a full hour of service.
- o THE FAMILY needs to guarantee the physical and emotional safety of THE NANNY.
- o THE FAMILY will not provide information related to THE NANNY to a third party and vice versa.
- o Treat all information received from THE COMPANY as confidential.
- o Nannies and babysitters cannot be booked without the agency knowing or THE FAMILY will pay a fine of €250.00.
- o Please see Occasional Booking Policy for full policy on bookings.

### **5c. BOOKING PAYMENT**

- o All bookings are paid via

- bank transfer, PayPal invoice, money sent from FAMILY's PayPal account to THE NANNY Line account ([paypal@nanny-line.com](mailto:paypal@nanny-line.com)).
- All bookings are paid via bank transfer, PayPal invoice, sent money from FAMILY PayPal account to THE NANNY Line account ([paypal@nanny-line.com](mailto:paypal@nanny-line.com)).
- Any last-minute hours added to the booking must be paid in cash to THE NANNY at the end of the booking but first must be approved by THE COMPANY.
  - Cash payment for additional hours: THE COMPANY or nanny will advise THE FAMILY of additional total charge at the end of the shift. If an e-payment is agreed.
  - If e-payment is agreed: it must be paid within 24 hours of agreed extension of time:
    - Via bank transfer (invoice will be sent afterward)
    - Send money from Family's Paypal account
    - Request Paypal Invoice from THE COMPANY
    - If not paid within 24 hours, a €50.00/day late charge will be added

#### **5d. PAY ADDITIONAL CHARGES IF THEY APPLY**

- Rates do increase 200% on 24th, 25th, 26th, 31th of December and the 1st of January.
- Spanish bank holidays, THE NANNY is paid 150% of her normal rate
- If THE NANNY is asked to stay the night after their shift has ended an additional €75.00 for last minute overnight stay any time from 11:00 pm to 7:00 am.
- If the service ends at midnight or later the nannies are paid an additional €10.00 as taxi fee at the end of the booking. When the service begins after midnight there's an additional €20.00 taxi fee.
- When the service lasts longer than 4 hours, THE FAMILY will provide THE NANNY's a meal.
- If THE NANNY is traveling more than 60 min per day, THE FAMILY needs to pay for all traveling costs and half of the nannies traveling time.

### **SIXTH. - Confidentiality and personal data protection**

#### **6.1 Confidentiality.**

Both Parties will use the information provided by them only for the aims stated in the present Agreement and in possible appendixes that could be added in the future. Both Parties undertake to maintain the strictest confidentiality with regard to said information.

Likewise, both Parties will adopt the same security measures they would normally adopt in relation to their own confidential business information, avoiding loss, theft or subtraction regarding the information object to this Agreement and in possible appendixes that could be added in the future.

#### **6.2 Confidential information treatment.**

"Confidential Information" will be transferred and/or used by the Parties. The Parties undertake to: (i) keep secret and preserve the confidentiality of such

information in compliance with the provisions herein and in its possible future appendixes, by the due diligence and/or the appropriate means, those being the same means used to safeguard their own confidential information; and (ii) do not reveal any "confidential information" whose knowledge had originated from a third party and that is considered to be protected herein.

The use given to "Confidential Information" will only comprise those situations connected to the relation between the Parties. Any other use of such information will require the written consent of the person authorized by the other Party. Only the party whose benefit is disclosed will be legitimised to use this information, and any modification or improvement will be considered in favour of the party owning the "Confidential Information" used.

The Parties will be obliged to return any material containing "Confidential Information", including all notes, summaries, written memos, documents, manuals, recordings and derivatives of those, as well as their copies, in any of the following situations: (i) completion or end of the relationship between the Parties; (ii) termination of the present contract and of each of the possible appendixes regulating the terms of specific projects; or (iii) due to the request by any of the Parties of their corresponding "confidential information", in which case the other party will be able to retain all the documents necessary to comply with their document retention policy. On the other hand, the Parties will also be able to destroy confidential documents with the consent of the other party under the supervision of an agent of their owner.

### **6.3 Personal data protection**

Identification of the controller: JOSI ANNE SAMBOU (hereinafter "THE NANNY-LINE") whose identifying and contact details are in the header of this contract.

THE NANNY-LINE, as data controller, informs the person concerned that the personal data such as customer or his representative, collected in order to in order to carry out the services covered by the contract, management accounting, tax and administrative derived from the service, as well as send you informative communications related to the contracted service and fidelize you as a client, in case you authorize us. The legal basis for the processing of your data is the contractual relationship and legitimate interest on the part of THE NANNY-LINE. We inform you that your data will not be transferred to third parties without your prior consent, except for those transfers that are necessary to comply with the legal obligations or the provision of entrusted services. The personal data provided will be kept while the contractual relationship is maintained, and once the aforementioned relationship ends, the legally established time will be blocked before it is destroyed.

Likewise, you expressly consent to the treatment of certain specially protected data (health data) when they have been voluntarily communicated by you and / or are necessary for the development of the service.

You have the right to obtain confirmation on whether THE NANNY-LINE are dealing with personal data concerning them, or not. You have the right to access your personal data and to request the correction of inaccurate data or, where appropriate, request removal when, among other reasons, the data are no longer needed for the purposes for which they were collected. In certain circumstances, the interested party may request the limitation of the processing of their data, in which case we will only keep them for the exercise or defense of claims. In certain

circumstances and for reasons related to their particular situation, the interested party may object to the processing of their data. THE NANNY-LINE will stop processing the data, except for compelling legitimate reasons, or the exercise or defense of possible claims.

The interested party may exercise the rights of access, rectification, cancellation, opposition, limitation and portability of their data by email to the address info@nanny-line.com, putting in the subject the reference "Data Protection" and accompanying the request A copy of the DNI or equivalent identification document., You have the right to file a claim with the Spanish Agency for Data Protection.

Likewise, in case you authorize us, we can capture and use your image / voice to publish them in our memories, newsletters, magazines, web pages, social networks or any other own or third party means that uses THE NANNY-LINE.

#### **SEVENTH. - Transfer of the Agreement.**

THE COMPANY will not be able, directly or indirectly, to cede, transmit, transfer, contribute to a company or pledge, either the present Agreement or the possible appendixes entered into, or one or any of the rights and goods whose use has been granted by virtue hereof by any means, acts or transactions whatsoever.

#### **EIGHTH. - Termination of the Agreement and advance notice**

Notwithstanding the duration initially stated in the SECOND clause of this Agreement, or in each specific appendix that could be entered into, the present agreement can be terminated or renewed for longer than initially stated by mutual agreement between the parties.

The Agreement and its possible appendixes will expire automatically in the case of a breach of the duties of loyalty, diligence and good faith, as well as, in case of any other serious breach of the obligations undertaken by virtue of this Agreement or any of its possible appendixes.

The following provisions, without being exhaustive, are considered **serious breaches by both parties**:

1. - Failure to pay in due time stated in invoice will result in additional daily late fee of €50.00 per day.

#### **8.1 CANCELATION POLICY for BOOKINGS (Occasional/Hotel/Holiday):**

- THE FAMILY can change hours (increase or decrease) hours with 24-hour notice but no guarantee of said changes.
- THE FAMILY can cancel the booking with 24-hour notice without any charges.
- If THE FAMILY cancels with less than 24-hour notice, they will be charged for 2 hours of the booking.
- If THE FAMILY doesn't show up for a confirmed booking and did not cancel, they will be charged for all hours booked and no refunds will apply.

#### **NINTH. - Notifications.**

Any written notifications that must be made in terms of the present Agreement or its possible appendixes must be sent to the addresses stated in the preamble herein.

**TENTH. - Sole agreement.**

The Agreement replaces any other previous agreement between the parties either oral or written. The Parties will only be able to modify this Agreement and its possible appendixes in writing.

In case that any of the clauses of the present Agreement or any of its possible appendixes are recognized or declared null or contrary to a legal provision, said clause will be considered as non-written and the rest of the provisions within the affected Agreement and appendix will continue to be valid.

**ELEVENTH. - Applicable legislation.**

The present service agreement and its possible appendixes will be considered civil, and will be governed by the provisions of the Civil Code.

The existence, validity and interpretation of the clauses contained in the Agreement or its appendixes will be governed according to the Spanish legislation. Any issue not expressly stated in them will be governed by articles 1.254 and following of the Civil Code.

**TWELFTH. - Competent Jurisdiction**

The parties agree to submit to the legislation of the Courts and Tribunals of Barcelona to resolve any controversy arising from the interpretation and/or fulfilment of the present agreement or any of its possible appendixes. The parties expressly waive any other courts that could apply to them.

And, in witness whereof, the Parties, after carefully reading the present document, acknowledge it and sign it in duplicate, both with identical value, in the place and date stated in the preamble.

THE COMPANY,

THE FAMILY,

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**THE NANNY LINE, S.L.**

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**SPECIFY**