



# The Nanny Line

*more than a babysitter*

## **BABYSITTING REQUEST / CONFIRMATION**

Thank you for booking our babysitting service. It is a great pleasure for us to confirm the service you requested as follows. If you have any questions regarding the policy or service please don't hesitate to contact the agency on +34 6 17 24 36 59 or email [info@nanny-line.com](mailto:info@nanny-line.com)

## **NANNY/BABYSITTING RATES AND POLICY**

### **Pricing**

- Babysitter service costs €20,00 per hour, 21% VAT included.
- Nanny service costs €25,00 per hour, 21% VAT included.
- Last minute service: €30,00 per hour, 21% VAT included if guests book within 90 minutes before the start of the booking.
- All bookings are booked for a minimum of two (2) hours and only full hours.
  - No half hours are allowed.
- You can pay in cash, online or through bank transfer.  
*Additional charges (if applicable to your booking)*
- When the guest has more than 2 children the agency charges €4.00 per hour/per child more.
- When the service lasts longer than 4 hours, the guests should provide the nanny's meal.
- The rates don't change overnight. Rates increase to 200% on the 24th, 25th, 26th, 31th of December and the 1st of January.
- The nanny is paid 150% of their normal rate on Spanish bank holidays.
- If the nanny is asked to stay the night after their shift has ended an additional €75.00 anytime from 11am to 7am for last-minute overnight stay.
- If the service ends after midnight 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.
- If the nanny is traveling more than 60 min per day, the guest needs to pay all traveling costs and half of the nannies traveling time.
- When the guest books a nanny for more than THREE DAYS a deposit of 30% required.

## **Cancellation and Modifications**

- If THE FAMILY decreases hours within 24 hours prior to the booking they have to pay 80% of the original hours booked.
- If the guest cancels the booking with less than 24 hours, the guest will be charged for 2 hours.
- If the guest wants to change the hours within 24 hours they will pay for the entire booking in advance.
- If the guest doesn't show up for a confirmed booking and did not cancel as well, they will be charged for all booked hours.

## **The Guest Agrees**

- The guest will give the nanny all important information about the child(ren) to do their job properly.
- The guest must inform the company/nanny of any special care needed by their children ahead of time.
- The guests are expected to arrive back at their agreed time in order to get a full nanny update.
- If the guest 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.
- The guest needs to guarantee the physical and emotional safety of the babysitters.
- The guest will not provide information related to the nanny to a third party and vice versa.
- Nannies cannot be booked without the agency knowing or the guest will pay a fine of €250.00.

## **The Nanny Agrees**

- Not taking the children outside unless the guests ask them to ahead of time.
- Will ask specifically if the children have food allergies before they start working.
- Will not take any pictures unless without guests consent. The guest must specifically agree to text/Whatsapp updates of their child to include pictures..
- Nannies will arrive 15 minutes before booking is to begin.
- If they cannot arrive 15 minutes before, they will contact the hotel, the agency OR the guest. (if they have their phone number) and inform them of their delay (traffic, metro strike, taxi strike, etc).
- If the nanny is late for a booking:
  - The guest will not be charged the lost time or refunded if paid online.
  - If agreed by all, the nanny can stay after to recover the time.

\*Nanny is used interchangeably to mean either nanny or babysitter.