



The **Nanny** Line
more than a babysitter

Occasional Booking Policy

Just moved to Barcelona? Or perhaps temporarily extra busy with work and need a hand? Or simply want that added support for a pair of hours? We have occasional nannies to help you in a pinch. All of our nannies are personally screened before joining the agency; their (criminal) background, experience, and references are checked. Occasional bookings are one-time or ad hoc bookings.

POLICY:

- **All bookings are paid in advance.**
- Rates: Babysitters are €14.52/hr and Nannies are €19.96/hr. *
- When THE FAMILY has more than 2 children the agency charges €3.00/hr/per extra child.

Booking Guarantee

- All bookings are a minimum of 2 hours per booking.
- All bookings are made with 1-hour increments. No half hours are allowed.
- THE FAMILY needs to book at least 2 hours in advance.
- Once the booking is confirmed, it is confirmed for the hours booked- nothing less.**
- If THE FAMILY books with less than 2-hour notice (last minute booking) is a flat rate of €25.00/hr
 - If a suitable nanny is found but family rejects nanny based on nanny's sex, age, or ethnicity, a €25.00 service fee will be charged.
- Nannies will arrive 15 minutes before booking is to begin.
- If they cannot arrive 15 minutes before, they will contact THE FAMILY and inform them of their delay.
- If THE NANNY is late for a booking:
 - THE COMPANY will refund the time that nanny was late.
 - Credit it to another booking.
 - If agreed by all parties, THE NANNY will stay later to recover the time.
- The Nanny will not take the children outside unless The Family asks them to ahead of time.
- The Nanny will ask specifically if the children have food allergies before they start working.
- The Nanny will not take any pictures unless THE FAMILY gives consent. THE FAMILY must specifically agree to text/Whatsapp updates of their child to include pictures.

THE FAMILY Agrees

- THE FAMILY will give THE NANNY enough information about the child(ren) to do their job properly
- THE FAMILY must inform THE COMPANY/Nanny of any special care needed by their children ahead of time.
- THE FAMILY will inform TNL about any behavioural issues to address in order to find suitable nanny.

THE NANNY LINE

IBAN: ES 392100 0801 1802 0081 7037 (La Caixa)

PayPal account: paypal@nanny-line.com



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- THE FAMILY is expected to arrive back at their agreed time in order to get a full nanny update.
- 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.
- THE FAMILY needs to guarantee the physical and emotional safety of THE NANNY.
- THE FAMILY will not provide information related to THE NANNY to a third party and vice versa.
- When the hours increase with more than 3 hours per week the family needs to pay an additional agency fee based on the hourly rate of the nanny.
- Nannies and babysitters cannot be booked without the agency knowing or THE FAMILY will pay a fine of €250.00.

Payments

- All bookings are paid in advance
- All bookings are paid via bank transfer, PayPal invoice, sent money from FAMILY PayPal account to THE NANNY Line account (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 THE 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.

Additional Charges (if applicable to booking)

- Rates do increase 200% on 24th, 25th, 26th, 31st of December and the 1st of January.
- Spanish bank holidays, THE NANNY is paid 150% of the nannies normal rate.
- If THE NANNY is asked to stay the night an additional €75.00 for 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, it's suggested that THE FAMILY provide a light snack or meal to The Nanny.
- If THE NANNY is traveling more than 60 min per day, THE FAMILY needs to pay for all travel costs and half of the nannies traveling time.

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Cancellation Terms

- If The Family decreases hours during the booking they must pay 100% of the full hours booked. **
- If THE FAMILY decreases hours within 24 hours prior to the booking they have to pay 80% of the original hours booked.
- 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.

Please note:

- Nannies and Babysitters are not required to prepare food for the children, wash their clothes, clean their room, help them with their homework, etc. The BABYSITTER can agree to any other extra services with THE FAMILY.
- Nannies and BABYSITTERS are only to make sure the child is safe, healthy, entertained and happy if the child will need anything from them. They are experienced and love children but they don't have the educational background to parent the children on a qualified level. They can perfectly interact, play, and read to the children, for example.
- *If you child is in diapers, we strongly suggest booking a nanny instead of a babysitter.
- If you have paid the annual Membership, THE NANNY is covered under THE COMPANY's civil liability insurance.

Want a discount on your Occasional Bookings? Please ask to see our **TNL Membership Benefits**.

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