

ELITE SITTERS TERMS AND CONDITIONS

For the purpose of these terms Parents will be referred to as Clients, Babysitters/Nanny will be referred to as Childcare Professionals and The Agency refers to Elite Sitters.

Elite Sitters is an agency working as an introductory service between you and the client, by agreeing to sign up to Elite Sitters you acknowledge you are self - employed and the client will pay you directly at the end of each booking.

Code of Conduct

In accepting bookings with this agency, you agree to abide by the following Code of Conduct:

Prior to the booking

- Once you have accepted a booking, you are expected to attend that booking. However, should you need to cancel a booking at short notice due to circumstances beyond your control you are expected to cancel via phone on the number provided asap so a replacement child carer can be sought
- If you cancel two bookings in a 12-month period, you will not be offered future bookings for a 2-month period, should your number of cancellations increase you will no longer receive future childcare bookings
- Failure to attend a booking without contacting the agency will result in instant removal from Elite Sitters and no future bookings will be offered
- You should confirm every booking with the client (the parent) by making a courtesy call by telephone 60 mins before the booking commences.
- Early morning bookings starting before 10:00 must be confirmed with the client by telephone the evening before.
- If you have been unable to make contact with the Client by phone, leave a voice message and send a text to confirm you are on your way. You should attend every booking unless the client or the agency has informed you it has been cancelled
- Clients are informed to contact the agency if no contact is made, if the agency is unable to contact you, cover will be arranged and point 3 will be implemented
- It is your responsibility to ensure that you are familiar with the route to your booking location and to allow sufficient time to make the journey, park and arrive 5 minutes before the booking starts.
- Ensure you have your ID card ready to present to the client when you arrive
- Ensure your mobile phone is fully charged and you have sufficient credit should you need to contact the client and/or the agency
- You should send clients a courtesy text to update them all is well during the booking, unless they request otherwise

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- Please ensure that you take along your own snacks/meals if needed, some clients may offer snacks and drinks, but this is not to be expected
- If you smoke, please ensure you arrive at the booking not smelling of smoke and you should never smoke at a booking, smoking in a client's home will result in point 2 being implemented.

During the booking

- No other person is permitted to accompany you at any time during the booking, this includes your own children. It is unprofessional to make such a request to the client.
- Never leave the client's home unattended at any time - unless directed by the client.
- Ensure the children are checked regularly - particularly young babies, ensure you are seated in the home to allow you to hear children
- Clients are expected to have children ready for bed at evening bookings, however PM bookings may require you to help young children to get ready for bed. If requested by the client you may be required to prepare feeds, snacks and change young children's nappies.
- Do not under any circumstances smack, slap, shake, strike or shout at a child in your care. (see agency behaviour strategy policy)
- Clarify with each client their children's routines and home rules before they leave, for example iPad may need to be kept in certain areas.
- If clients require you to give medication, they must give you written consent to do so and the doctors/medicine guidelines are to be followed. Under no circumstances is medication to be given without parent's consent. If children have allergies, ensure you are aware of what to do if the child has a reaction before the parent leaves.
- Some clients may offer you alcoholic beverages, under no circumstances are these to be accepted or consumed while caring for their children.
- As you are self – employed Childcare Professional and not employees of the agency you are strongly advised to take out Public Liability insurance in the event something happens to a child while in your care.
- As a self-employed Childcare Professional, you are responsible for paying any tax and national insurance due for your earnings.
- Mobile phones and other recording devices should not be used consistently in the present of the children particular if this is a daytime booking. Under no circumstances are you photograph, film or record children on your personal devices, nor should images showing the child/children be posted on social media. Reports of this taking place without the Clients explicit written consent will result in point 2 being implemented and in cases where deemed a concern, the agency will implement our Safeguarding duty.

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Etiquette while in client's homes

- Avoid entering rooms in the client's home unless absolutely necessary, or permitted by the client
- Do not use the client's computer equipment including iPads and laptops.
- Do not use the client's phone to make calls, only for the wellbeing of the child in an emergency
- Do not help yourself to the contents of the client's fridge or cupboards, unless invited to by the Client.
- Avoid using the client's kitchen equipment to prepare your own food, unless invited to by the Client.
- If using the client's TV equipment with their permission, do not incur any cost on their account by downloading movies
- Wash up (or load in the dishwasher) any glasses or crockery you or the children have used.
- Tidy away any toys and games used while babysitting.

Hotel bookings or Event bookings (*in addition to the above*)

- Notify reception as soon as you arrive at the hotel that you are babysitting for the family.
- Never leave the hotel room unlocked or the children unattended in the room at any time.
- Be aware of the hotel's evacuation procedure (this is usually on the back of the hotel room door) and ensure you know the whereabouts of the nearest exit doors.
- Do not use the mini-bar or order room service (unless agreed in advance)
- Do not watch any 'Pay TV' unless agreed by the Client.
- Do not use the hotel telephone unless for the wellbeing of the children.
- Elite Sitters provides mobile creche services for events such as weddings, if you have accepted a job such as this you are expected to arrive an hour before to help set up for the event, you will be paid at the normal rate of pay.
- Event/creche bookings will work according to Ofsted regulations in regard to the adult and child ratios, events will normally last no longer than 4 hours, should the event last longer and/or into the night you will be paid additionally (see rates of pay)
- Some families may request babysitting services in their hotel room after the creche service ends, this will normally be agreed in advance, these can be accepted in agreement with the creche lead.

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Breach of Contract

As stated in your signed declaration you are not to solicit or accept bookings from the client outside of the agency, you must refer them to the agency to book. If the client personally requests you, you will receive the booking

Your Personal Data

Your information will be processed and stored in accordance with data protection and confidentiality laws and guidelines. Information relating to your childcare experience, first name and contact details will be provided to families whose bookings you have accepted by phone, email or text message sent on your behalf.

Rates of Pay

Job Carried Out	Hours of Work	Rate of Pay
Day time Babysitting	Anytime from 9am	From £8.75 - £9.25 per hour
Early Evening Babysitting	Anytime from 4pm (before 6pm)	From £8.75 – £9.00 per hour
Evening Babysitting	Anytime from 6pm	£8.00 - £8.75 per hour
Overnight Babysitting	12am – 6am	£9 - £10.25 per hour after 12am
Xmas eve/day, Boxing Day, NYE/Day		Double Pay
Bank Holiday Babysitting	Anytime	£12 per hour
Wedding Nanny	Anytime – 12am	£13.50 - £20 per hour
Creche Childcare	8am – 6pm	£8.50-£9.00 per hour
Daytime Nanny	8am – 6pm	From £13.00 per hour

Rates of pay are dependent on area (postcode) the client lives/booking taking place

If a client is late home/the booking finishes after 12am they are required/advised to pay a minimum of half of the cost of a cab home.

I confirm I have read and understood the terms and conditions

Name:		Date:		Signature:	
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