

## TERMS & CONDITIONS FOR BABYSITTING SERVICES

The below Terms and Conditions are a binding agreement between you as the 'Client' and South Coast Nannies ABN 29 416 096 750 of Nowra in the State of New South Wales (hereinafter referred to as ("SCN")). Acceptance of Services is an immediate agreement regarding SCN Terms and Conditions.

### 1. DEFINITIONS

- 'SCN'** refers to the company / South Coast Nannies.
- 'Client'** refers to the person(s) or company that engages SCN to seek a suitable Babysitter.
- 'Babysitter'** refers to the individual who is registered with SCN
- 'Assignment'** refers to hours worked by the 'Babysitter' for 'Client' on a Casual basis

### 2. OBLIGATIONS

#### 2.1 SCN OBLIGATIONS

Acknowledge and agree that SCN is a Nanny Agency engaged to:

- I. Match the Clients requirements
- II. Provide suitable candidates for Babysitting Assignment required by the Client.
- III. Introduce the Nanny to the Client.

#### 2.2 CLIENT OBLIGATIONS TO SCN:

The Client acknowledges and agrees to the following;

- I. To provide true and accurate Booking information.
- II. Is responsible to provide a safe, stable environment for the Babysitter to provide services within. The Client is required to comply with any legislation relating to Public Liability, Industrial Relations and SafeWork.
- III. If a Babysitter remains with the Client following the period originally agreed on, the Client must notify SCN of this extended arrangement and pay the additional fees.
- IV. If the Client asks a Babysitter to bypass SCN's Booking Procedures which results in the Booking of the Babysitter by the Client or by a third party, then the Client is held responsible to pay the relevant Booking Fees.

### 3. FEES

Booking Fee	Hourly Rate
\$35 to Book a Babysitter	\$30 an hour
\$45 for Bookings under 24 hours	\$35 an hour Sunday Rates
\$15 per Family - Group Bookings	\$50 an hour Public Holiday

Depending on location a Travel Fee may apply

Nannies are to be paid in cash and in full at the end of each assignment according to hourly rates listed above. Hours are calculated up to the ½ hour for a minimum of 4 hours service.

In order to start working on your Babysitting Booking, payment details are required for the Booking Fee to secure your date. Babysitting Bookings Accounts not settled in full prior to the commencement date of the booking may result in the Booking being cancelled.

Babysitting Assignment Booking Fees are non-refundable.

#### 4. SECURITY AND PRIVACY

- I. SCN respects the right to your Privacy, and that you have control in how your personal information is collected, used and stored. All information entered on this form will be treated as strictly confidential. Please refer to our "Privacy Policy" which complies with the Privacy Act 1988.
- II. SCN follows the PCI Security Standards (PCI) and abides by its comprehensive standards and supporting materials to enhance payment card data security. PCI Security Standards are technical and operational requirements set by the PCI Security Standards Council (PCI SSC) to protect cardholder data. SCN uses PCI Compliance with NAB Transact in all its transactions.

#### 5. CANCELLATIONS

- I. Babysitting Assignment Booking Fees are non-refundable.

#### 6. RATIOS

- I. SCN Ratios are a combination of legislative standards and our experience of providing high quality care. SCN reserves the right to adjust the ratios in order to provide high quality care and safety for the Children and Babysitters. SCN Ratios will be adjusted dependent on the number/s of Children with additional needs.

Babies under 6 months	1 : 1	3 to 4 years	1 : 4
Babies 6 to 12 months	1 : 2	4 to 5 years	1 : 4
1 to 2 years	1 : 3	5 to 7 years	1 : 4
2 to 3 years	1 : 4	7 + years	1 : 4

- II. If the number of estimated children goes over the Child : Babysitter Ratios, Babysitters have the discretion (in consultation with SCN) to make the decision whether to allow extra children into the Service. If the Assignment requires an additional Babysitter for the safety of the children, an additional Babysitter will be sought and costs will be deducted from the Clients Credit Card details. If an additional Babysitter cannot be sourced, those children cannot be included into the Babysitting Services and must remain in the sole care of their parents.

## 7. CONFIDENTIALITY

All information and services provided to SCN are treated as Private and Confidential. Our Nannies details are confidential and SCN have verified their qualifications, experience, first aid, working with children check, and vaccination details prior to their engagement with SCN.

## 8. LIABILITY

Notwithstanding the terms of this Agreement, the Client acknowledges and agrees that SCN does not accept any liability for losses or damages arising from or during the provision of its Services to any person or item. SCN is not liable to the Client in any way whatsoever for any loss, damage or liability suffered as a result of or as a consequence of the terms of this Agreement. SCN shall not, under any circumstances, accept responsibility for the personal belongings of the Children, Parents/Guardians and Guests.

## 9. DISCLAIMER

Any claim or discrepancy resulting from or relating to this Agreement, or the breach thereof, shall be addressed directly by SCN, the Client and Legal Representatives.

SCN RESERVES THE RIGHT TO REVIEW AND ADJUST THESE TERMS AND CONDITIONS WITHOUT PRIOR NOTICE.

LATEST CHANGES WILL BE NOTED AND UPDATED ON SOUTH COAST NANNIES WEBSITE