

REFER A FAMILY PROGRAMME – TERMS & CONDITIONS

by The Nanny & Maternity Agency



1. The Referral Programme

- 1.1 The Refer a Family Programme rewards eligible individuals who introduce new families to The Nanny & Maternity Agency.
- 1.2 The Referrer will receive £250 following a successful qualifying placement, and the Referred Family will receive 10% off the Agency's standard permanent placement fee.
- 1.3 The programme applies only to permanent nanny placements of 35 or more contracted hours per week.
- 1.4 Temporary nanny, maternity nurse, babysitting, emergency childcare and other non-permanent placements are excluded.

2. Who Can Refer?

- 2.1 Anyone aged 18 or over may refer a family, including previous clients, current clients, nannies, maternity professionals, friends and professional contacts.
- 2.2 The Referrer must have genuinely recommended The Nanny & Maternity Agency to the family.
- 2.3 Employees or representatives of The Nanny & Maternity Agency are not eligible unless agreed in writing.

3. Eligible Families

- 3.1 The family must be a new client of The Nanny & Maternity Agency.
- 3.2 The family must not already be registered, actively enquiring or previously instructed the Agency before the referral is submitted.
- 3.3 Returning or previous clients do not qualify as new families.

4. Registering a Referral

- 4.1 Referrals must be submitted using the official Refer a Family form on our website.
- 4.2 The Referrer must provide their own details and the family's name.
- 4.3 The Referrer should not submit the family's contact details unless the family has given permission.
- 4.4 Registering a referral does not authorise The Nanny & Maternity Agency to contact the family.

5. Referral Deadline

- 5.1 Referrals must be registered before, or at the time of, the family's first enquiry.
- 5.2 Referrals submitted after the family has already contacted the Agency will not qualify.
- 5.3 Retrospective claims will not be accepted.

6. Referral Confirmation

- 6.1 The family must mention the Referrer's name when they first contact The Nanny & Maternity Agency.

6.2 The Agency will match the enquiry with the registered referral before confirming eligibility.

7. Multiple Referrals

7.1 Only one referral reward may be paid per family.

7.2 If multiple people claim the same family, the first valid referral registered with the Agency will normally take precedence.

7.3 The Agency's decision regarding referral ownership will be final.

8. Referral Validity

8.1 Referrals remain valid for 6 months from the date they are registered.

8.2 The family must make their initial enquiry within this period.

8.3 Expired referrals cannot be renewed by submitting the same family again.

9. Qualifying Placements

9.1 The placement must be a permanent nanny role of 35+ contracted hours per week.

9.2 Eligibility is based on the final agreed contract, not the advertised hours.

9.3 If the final role is fewer than 35 hours per week, the referral will not qualify.

10. Family Discount

10.1 Eligible families will receive 10% off the Agency's standard permanent placement fee.

10.2 The discount applies to Agency fees only.

10.3 The discount cannot be exchanged for cash or transferred to another family.

10.4 The discount cannot normally be combined with any other promotion or negotiated fee.

11. £250 Referral Reward

11.1 The £250 reward becomes payable only when all qualifying conditions have been met.

11.2 The reward is not payable when:

- The family registers
- Candidates are introduced
- Interviews or trials take place
- An offer is accepted
- The nanny starts work

11.3 The reward becomes payable once:

- The placement fee has been paid in full
- The nanny has completed 4 consecutive weeks in the role

12. Payment

12.1 The reward will be paid by bank transfer.

12.2 The Referrer is responsible for providing accurate payment details.

12.3 The Referrer is responsible for any personal tax liability arising from the reward.

13. Placements Ending Early

13.1 If the placement ends before the nanny completes four consecutive weeks, no referral reward will be payable.

13.2 Where a replacement nanny is placed under the Agency's replacement guarantee, the referral may continue to qualify once the replacement satisfies the qualifying conditions.

13.3 Only one referral reward will be paid per family, regardless of replacement placements.

14. Outstanding Fees

14.1 No referral reward will be paid while Agency fees remain outstanding.

14.2 If a placement fee is refunded, reversed or subject to a payment dispute, the Agency may suspend or withdraw the referral reward.

15. One Reward Per Family

15.1 Each qualifying family may generate one £250 reward only.

15.2 Additional placements for the same family do not qualify for further referral rewards.

16. Fraud & Misuse

16.1 The Agency reserves the right to refuse or cancel any referral where it believes the programme has been manipulated.

16.2 This includes, but is not limited to:

- Self-referrals
- False or misleading information
- Duplicate identities
- Fabricated referrals
- Circumventing the Agency

17. Privacy

17.1 Personal information submitted through the referral form will only be used to administer the Referral Programme.

17.2 Registering a referral does not subscribe either party to marketing communications.

17.3 All information is processed in accordance with our Privacy Policy.

18. Programme Changes

18.1 The Nanny & Maternity Agency may amend, suspend or withdraw the Referral Programme for future referrals at any time.

18.2 Valid referrals already registered before any changes will normally continue under the Terms & Conditions in place at the time they were submitted.

19. Liability

19.1 Participation in the Referral Programme does not guarantee that a placement will be made.

19.2 The Agency reserves the right to decline instructions from prospective clients in accordance with its standard business practices.

19.3 Nothing in these Terms limits any statutory rights available under UK law.

20. Governing Law

20.1 These Terms & Conditions are governed by the laws of England & Wales.

20.2 Any disputes arising from the Referral Programme shall be subject to the jurisdiction of the courts of England & Wales.

Summary

- Reward: £250 to the Referrer
- Family Benefit: 10% off the Agency's permanent placement fee
- Qualifying Role: Permanent nanny placement of 35+ hours per week
- Referral Validity: 6 months
- Payment: After Agency fee is paid and the nanny has completed 4 consecutive weeks
- New Clients Only: Yes
- Retrospective Claims: Not accepted
- One Reward Per Family: Yes
- Full Terms & Conditions Apply