



TRUSTED SITTERS

Terms & Conditions (Families)

1. About Trusted Sitters

Trusted Sitters is a babysitting introduction and coordination service operated by The Nanny & Maternity Agency.

We introduce self-employed childcare professionals (“Sitters”) to families seeking ad-hoc or short-term babysitting support.

The Agency acts solely as an introducer and coordinator. We are not the employer of the Sitter and are not responsible for the direct supervision, direction or payment of the Sitter’s services during a booking.

2. Booking Fees

The following non-refundable booking fees apply:

- £35 per confirmed booking
- £45 for bookings made within 24 hours of the requested start time
- £50 for bookings taking place on UK Bank Holidays

The booking fee covers sourcing, matching and coordinating the Sitter.

The booking fee becomes payable upon confirmation of the booking and must be paid prior to the sitting taking place.

3. Minimum Booking Duration

All bookings are subject to a minimum of 4 hours.

4. Sitter Hourly Rates & Payment



Sitters set their own hourly rates, typically ranging between **£18–£25 per hour**, depending on experience and qualifications.

Families are responsible for paying the Sitter directly at the agreed hourly rate at the end of the booking, unless otherwise agreed in writing.

The Agency does not process sitter wages.

Sitters are responsible for managing their own tax and self-employment obligations.

5. Deposits & Payment Timing

Invoices for booking fees must be settled within 24 hours of issue to secure the booking.

Failure to make payment may result in cancellation of the booking.

6. Cancellation Policy

If a confirmed booking is cancelled:

- More than 24 hours before start time: booking fee remains non-refundable but no further charges apply.
- Less than 24 hours before start time: the family may be required to pay a cancellation fee equivalent to 50% of the minimum booking duration at the agreed hourly rate, payable directly to the Sitter.

Repeated short-notice cancellations may result in refusal of future bookings.

7. Changes to Agreed End Time

If a family returns later than the agreed finish time:

- The Sitter must be paid for all additional time worked.
- Overtime must be paid at the Sitter's agreed hourly rate.
- The family must communicate delays as soon as possible.



8. Safety & Liability

The Agency takes reasonable steps to interview, reference-check and vet Sitters prior to introduction.

However:

- The Agency cannot guarantee future conduct.
- The Agency is not liable for acts, omissions, loss, damage or injury arising during a booking.
- Families are responsible for ensuring:
 - Their home environment is safe.
 - Clear instructions are provided.
 - Emergency contact details are given to the Sitter.
 - Any relevant medical or behavioural information is disclosed.

9. Insurance

Families are responsible for ensuring appropriate household insurance is in place to cover childcare in their home.

Sitters are responsible for maintaining their own appropriate insurance cover where applicable.

The Agency does not provide public liability insurance for individual bookings.

10. Accurate Information

Families agree to be honest and transparent about:

- Number and ages of children
- Medical conditions or additional needs
- Pets
- Location
- Expected duties



Failure to provide accurate information may result in refusal of future bookings.

11. Professional Conduct

All Sitters have signed a Code of Conduct outlining expectations regarding professionalism, punctuality, phone usage, safety and appropriate behaviour.

Families agree to treat Sitters with respect and provide a safe working environment.

12. Non-Circumvention / Direct Engagement

If a family engages a Sitter introduced by the Agency for:

- Regular babysitting
- Ongoing childcare
- Full-time or part-time nanny employment

Within 12 months of introduction, the Agency's standard placement fee will become payable.

If a family bypasses the Agency and continues to book a Sitter privately without written consent, an introduction fee will apply.

13. Full-Time Placement Conversion

Should a family wish to employ a Sitter in a long-term nanny role, the Agency's standard nanny placement terms and fees will apply.

14. Complaints & Feedback

Any concerns regarding a booking must be reported to the Agency within 24 hours.

The Agency will make reasonable efforts to mediate concerns but does not accept liability for disputes between families and Sitters.

Constructive feedback is welcomed to maintain standards.



15. Agency Discretion

- The Agency reserves the right to:
- Refuse or decline bookings
- Remove families from the service
- Amend these Terms & Conditions where necessary

16. Acceptance of Terms

By confirming a booking, the family acknowledges and agrees to these Terms & Conditions.