

Booking and Cancellations Terms and Conditions for Membership Bookings

Introduction

These terms and conditions apply to all membership bookings made through Herts and Home Childcare Agency ("the Agency"). By making a booking, you agree to abide by the terms laid out below.

Booking Process

1. **Initial Request:** To initiate a booking, please call, WhatsApp or text the Agency with your booking request. Include the date, time, and if you have a preferred nanny.
2. **Confirmation:** Over the phone, via WhatsApp or text, please confirm the booking details. You will receive a confirmation text/WhatsApp and email to finalise the booking process.
3. **Preferred Nanny:** If your requested nanny is not available, one of your five pre-approved nannies will be offered.
4. **Alternate Arrangements:** If none of your five approved nannies are available, every effort will be made to provide another suitable nanny. If this alternative nanny is acceptable, or if no suitable nanny is available, a full refund will be provided, along with a refund of the monthly membership fee for that month.

Sickness Policy

1. **Child Illness:** If the child is sick, a nanny will still be able to provide care, should you still require it.
2. **Nanny Sickness During Shift:** Should the nanny fall ill while on duty, the agency will make every effort to provide a substitute as quickly as possible. In cases where no approved replacement is available or if the situation renders a substitution inappropriate, you will be refunded for the unused hours from the moment the nanny informs both the client and the agency of their illness. If this occurs during the first booking of a calendar month, the monthly membership fee will also be refunded.

Payment

1. **Payment Method:** Payment for membership bookings will be taken by direct debit on the day of booking.
2. **Additional Time:** Any time exceeding the booked duration by over 1 hour will be charged at 1.5x the standard hourly fee.
3. **Additional Time Billing:** Charges for additional time will be processed the next working day via direct debit.

Cancellations by Members

1. **Advance Notice:** Cancellations must be made at least 48 hours before the scheduled booking to be eligible for a full refund. To make a cancellation this must be done over the phone to the Agency or via email where a cancellation confirmation is received by the Client.
2. **24-48 Hours Cancellation:** Cancellations made between 24 to 48 hours prior to the booking will incur a 50% cancellation fee.
3. **Late Cancellations:** Cancellations made less than 24 hours prior to the booking will incur a 100% cancellation fee.

Cancellations by the Agency

1. **Unforeseen Circumstances:** In the rare event that a nanny is unavailable due to illness or other unforeseen circumstances, the Agency will strive to find a suitable replacement, else offer refunds for any unused hours.
2. **Nanny Departure During Shift:** If a nanny must exit a shift abruptly due to emergency situations or unforeseen circumstances, the agency will strive to find an alternative nanny at the earliest opportunity. In the event that a suitable replacement cannot be found or is deemed inappropriate for the situation, refunds for unused hours will be processed from the time the nanny notifies both the client and the agency. Should this happen during the initial booking of a calendar month, a refund for that month's membership fee will be granted.
3. **Emergency Situations:** In exceptional circumstances, such as natural disasters or national emergencies, the Agency reserves the right to cancel any bookings.

Liability

The Agency shall not be liable for any indirect or consequential loss arising out of or in connection with the provision of our services, except as expressly stated in these terms and conditions.

Governing Law

These terms and conditions are governed by the laws of England and Wales and are subject to the exclusive jurisdiction of the courts of England and Wales.

Please review these terms carefully and consult legal advice to ensure they meet your specific needs.