

Payment and Billing Policy

General Payment Information

- All clients, regardless of the type of service they are utilising, will be charged via Direct Debit.
- Clients must complete a Direct Debit Acceptance Form at the time of registration to authorise these transactions.

Dispute Resolution

- Any disputes regarding payments or charges will be addressed with the goal of resolution within 5 working days, including issuing any necessary refunds.

Permanent Nanny Positions

- For clients securing a permanent nanny position, fees for service are payable one month in advance.
- Payments not received within 14 days of the due date will incur an interest charge. The interest will be calculated at 5% above the Bank of England's base rate, applied from the due date until the full payment is received.

Membership Clients

- For members, interest will accrue on any amounts not paid within 7 days following the service. The interest will be calculated at 5% above the Bank of England's base rate, applied from the due date until the full payment is received.

Failed Payments

- Two attempts will be made to collect any payment that fails via Direct Debit.
- The Client will be notified via email that payment has failed and is still due.
- After two failed attempts, it is the client's responsibility to resolve the payment issue. The client must contact the agency to arrange alternative payment over the phone.
- Interest charges will not commence until after the client has been contacted and provided the opportunity to resolve the payment issue. This time period is capped at 7 working days.

By enrolling for our services, clients agree to adhere to the terms of this Payment and Billing Policy.