



## Terms and Conditions

Our fees are two-fold:

- The agency charges a fixed amount, where the amount depends on what kind of membership you require.
- In addition, you pay the babysitter directly.

The rate to the babysitter is 115,-/hour, and you pay for a minimum of 3 hours on each occasion.

For a single, double or triple night bookings, you should pay at the time of booking from our website. The fee to the agency needs to be paid even if cancelled. If cancelled, it can be used at a later point of time within a year from the time of booking.

The year and 3-months membership is valid for x-number of months from the day of booking. If the payment is not received, the agency can charge the customer for the whole period the membership last.

### Guarantee

- All our babysitters are over 18 years of age, and have undertaken a First Air Course.
- The babysitters are experienced and very used to taking care of children.
- Subjected to membership, you have a babysitter-guarantee all day Saturday and Sunday, by booking at least 72 hour prior to your needs.
- The babysitters may come to your home, or pick up the children at an agreed location in the Stavanger – Sandnes area. The children can also stay the night at our babysitter's house if agreed upon with the babysitter.
- A new babysitter will be provided no later than 72 hours after your request, should you wish to have another babysitter for any reason, or if your regular babysitter is busy.

### What we CAN'T guarantee

- Babysitting during the day, on weekdays. For a small extra fee this can be arranged, subjected to availability.
- Babysitter on X-mas Eve, X-mas Day, New Year's Eve or 17<sup>th</sup> of May.
- Babysitters in X-mas week and Easter week if this is not agreed upon at least two weeks before the holidays starts.

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Telefonnr: 975 13 287

Mail: [post@stavangerbarnevakt.no](mailto:post@stavangerbarnevakt.no)

Hjemmeside: [www.stavangerbarnevakt.no](http://www.stavangerbarnevakt.no)



- That your regular babysitter will always be available.
- Your regular babysitter might quit their job, sine babysitting is mostly a secondary source of income.
- That one babysitter can fulfil all of your babysitting needs. You may need several babysitters, depending of your needs, at any particular time.
- A new babysitter within 72 hours if your regular is unable to help you.
- Certain wishes regards to age, experience, residence, education, leisure-activity, hobbies etc., of the babysitters

### **Responsibility**

Stavanger Barnevaktbyrå is responsible for checking and approving the babysitter's references, and making sure they have the appropriate First Aid Training. Stavanger Barnevaktbyrå's role is to get the parents in touch with the babysitters, but the responsibility for the babysitting itself is held between the babysitter, and the family concerned.

### **Cancellation**

If the agreed upon babysitting service is cancelled less than 72 hours prior the babysitting, the babysitter should be compensated for 3 hours of his/her time; i.e. 345,-NOK

### **Notice Period**

When buying a membership, please be aware that there is a one-month notice period for termination. There will be a period of one month which must still be paid for, between the date of applying for a termination, and the end of your contractual obligation. There is a specific form that must be submitted for termination, and this is located on our website.

If there is no termination, the contract continues indefinitely.

**By sending in the electronic booking forms from our website, you agree to accept Stavanger Barnevaktbyrå's Terms and Conditions at any time.**