



## 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 assistant directly.

The salary to the assistant is stated at our website.

You pay for a minimum of 3 hours on each occasion for babysitters.

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 assistants are over 18 years of age, and have undertaken a First Air Course.
- The assistants are experienced.
- Subjected to membership, you have an assistant -guarantee all day Saturday and Sunday, by booking at least 72 hours prior to your needs.
- The assistant may come to your home, or pick you up at an agreed location in the Stavanger – Sandnes area.
- A new assistant will be provided no later than 72 hours after your request. Should you wish to have another assistant for any reason, or if your regular assistant is busy you will get a new one.

### What we CAN'T guarantee

- Assistant during the day, on weekdays. For a small extra fee this can be arranged, subjected to availability. Please ask.
- Assistants on X-mas Eve, X-mas Day, New Year's Eve or 17<sup>th</sup> of May.
- Assistants 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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Mail: [post@stavangerbarnevakt.no](mailto:post@stavangerbarnevakt.no)

Telefonnr: 975 13 287

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



- That your regular assistant will always be available.
- Your regular assistant might quit their job, since assistant is mostly a secondary source of income.
- That one assistant can fulfil all of your assistant-needs. You may need several assistants, depending of your needs, at any particular time.
- A new assistant 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 assistants.

### **Responsibility**

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

### **Cancellation**

If the agreed upon service is cancelled less than 72 hours prior the job, the assistant should be compensated for 3 hours of his/her time for babysitting.

### **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.**