

NANNIES OF THE WOODLANDS

Fees & Policies

Effective: January 20, 2023

1. NOW Search Fee

The Client shall pay Nannies of The Woodlands, LLC (NOW) a Search Fee of \$500 (non-refundable) to begin the search process. The NOW Search fee will then be credited to the appropriate placement fee at the end of the process should the Client decide to hire a Nanny referred by NOW. Client will be invoiced for the fees incurred. *Search Fees are valid for a year.*

2. NOW Babysitting Service

NOW Babysitting is an option for occasional (or as-needed) sitting. This care is provided by a pool of qualified nannies (caregivers who have childcare experience, are background checked, and are CPR/First Aid certified). NOW Nannies will engage children and pick up after them. They help with traditional childcare-related duties such as transportation, meal prep, homework help, as well as bath and bedtime routines. NOW offers several membership options to meet the childcare needs of local families. Clients will enter an agreement with NOW and are charged a monthly membership fee based on the package they have selected. Membership packages offer discounted hourly rates, priority staffing, nanny selection, easy booking options and automatic billing. *No Search Fee is assessed for babysitting placement.*

| Per Call | 04 | 08 | 16 |
|---|---|---|--|
| \$50 | \$75 | \$125 | \$215 |
| 1 BOOKING OF CHILDCARE (NON-MEMBER) | 4 BOOKINGS OF CHILDCARE PER MONTH | 8 BOOKINGS OF CHILDCARE PER MONTH | 16 BOOKINGS OF CHILDCARE PER MONTH |

3. Babysitting Memberships Payment Terms

Membership Payments are always on time, monthly and paid in advance. All payments made are non-refundable. If the client wishes to upgrade, downgrade, or pause their monthly membership fee with NOW, they must give NOW a 30-day written notice.



4. Babysitting Rates

NOW Babysitting Rates are \$17/hr for 1-2 children and \$20/hr for 3-4 children for members. Non-members will be charged \$25/hour. There will be an additional four dollars (\$4.00) per hour charge for Clients with 5 children. For Clients with 6 or more children, two NOW Nannies may be required.

5. Babysitting Hourly Payment Terms

Hourly payments are paid directly to the NOW Nanny at the end of each booking. NOW Nannies accepts payments in the form of Cash, Zelle, ApplePay/GooglePay.

6. Booking Minimums

The Client will be pay the Nanny directly. The Nanny should be paid for all hours reserved even if they are released early from the shift. If the Nanny stays later than the original reserved time, the Client should also pay the Nanny for the additional hours. On all bookings, there is a 4 hour minimum per booking. If the Client cancels the services of a Nanny with less than 24-hour's notice, the Client will be invoiced a cancellation fee equivalent to cost of a minimum booking. If the Client does not pay the invoice within 24 hours, the Client's credit card will be charged immediately with the assumption of authorization to charge.

7. Babysitting Service Replacement

If a NOW Babysitter has been booked with the Client, and can no longer fulfill the requirements of the request, NOW will make every effort to replace this Nanny to the best of their ability, however a replacement is not guaranteed.

8. NOW Permanent Nanny Placement Fee

The NOW Permanent Nanny Placement Fee is \$5,000. This one-time fee includes all of the following: the NOW Search Fee, a comprehensive background check, drug testing, 12 months of ongoing monitoring, additional training provided by the Boston Baby Nurse & Nanny professional development training program, free membership into NOW On-call Sitting for one year and a credit towards replacement (if needed).

9. NOW Temporary Nanny Placement Fee

The NOW Temporary Nanny Placement Fee is \$3,500. This one-time fee is for temporary placements of short-term care for six months. The fee includes the NOW Search Fee, a comprehensive background check, drug testing, ongoing monitoring and free membership into NOW On-Call Sitting during the assignment. If after a temporary placement, the family decides to hire the nanny for a longer term, the difference between the temporary and permanent placement fees will be assessed. The Family agrees to inform NOW of the requested term change and to pay the balance of the appropriate placement fee.



10. NOW All-Inclusive Nanny Placement Fee

The NOW All Inclusive Nanny Placement Fee starts at \$30/hr. The family will be charged the NOW Search Fee and an hourly rate for hours worked by the Nanny (on a bi-weekly basis). The rate includes a comprehensive background check, drug testing, ongoing monitoring, additional training provided by the Boston Baby Nurse & Nanny professional development training program, free membership into NOW On-Call Sitting during the time of the assignment and a credit towards replacement (if needed).

11. Nanny Pay Rates

NOW will inform the Family on current competitive nanny pay rates in the area.

12. Nanny Replacement

NOW will make reasonable efforts, according to applicable law, for 30 days to provide additional referrals for a maximum of one replacement Nanny Candidate to the Client. The Client has 30 days from the date of the Nanny's last day of employment or other engagement with the Client to invoke this Replacement Policy with NOW. NOW's obligation to provide additional referrals is expressly conditioned on Client's (1) satisfaction of all of its obligations under this Agreement, including but not limited to payment of all NOW's fees and charges in a timely manner; (2) notification to NOW within 48 hours of the Nanny's termination of employment; (3) abiding by all applicable laws, including paying the Nanny in a timely manner in full as required by law; (4) not materially changing the Nanny's job duties or job description; (5) providing NOW with a fully executed copy of the Client's work agreement with the Candidate by the Candidate's first day of employment or other engagement with Client (if contract was not executed by NOW); and (6) not engaging in any acts of harassment, abuse, or moral turpitude in the context of the employment relationship. Determining compliance with these conditions is in the sole and absolute discretion of NOW. If the Client fails to satisfy all the aforementioned conditions, NOW shall have no further obligations to the Client.

13. Nanny Replacement Credit

If a Nanny referred by NOW accepts employment with the Client, but during such employment the Nanny or the Client terminates employment with or without cause within 365 days of the first day of placement, NOW will provide a credit to the Client to be used toward one future long-term placement fee as follows:

- Within 1-60 days: Credit of 75% of placement fee paid to NOW for Nanny Candidate
- Within 61-120 days: Credit of 50% of placement fee paid to NOW for Nanny Candidate
- Within 121-180 days: Credit of 25% of placement fee paid to NOW for Nanny Candidate
- Within 181-365 days: Credit of 10% of placement fee paid to NOW for Nanny Candidate



14. Pay Rates for Additional In-Home Staff

NOW also refers Doulas, Newborn Care Specialists, Housekeepers, Personal Assistants, Senior Companions, and Tutors. Pay rates for these additional in-home staff roles may vary.

15. Black-Out Dates

Service is not guaranteed on New Year's Day, Easter, Mother's Day, Memorial Day, Father's Day, Fourth of July, Labor Day, Thanksgiving Day, Christmas Eve, Christmas Day, or the evenings of Valentine's Day and New Year's Eve. All requests for these dates will be handled on a first-come, first-served basis. The hourly rate will be \$30/hr of childcare services. Service is not guaranteed on Thanksgiving weekend, Memorial Day weekend, or the weekends before and after Christmas. The hourly rate for the dates surrounding the stated black-out date is the standard rate set forth in Section 3.

16. Same Day Requests

If the Client needs childcare services with less than 48 hours prior notice, the Client may be charged an additional Last-Minute Fee of \$25.00 if NOW is able to match the Client with a Nanny. If you have NOW membership for part-time care, please communicate with our agency if your NOW Nanny calls out directly to you for any reason so that we may update our confirmation system, as well as provide a potential replacement (if needed).

17. Sick Care

If a Client's child should fall ill 24 hours before care is to be rendered by a NOW Nanny, NOW must be contacted. NOW defines a sick child as having symptoms of a fever of over 101 degrees, vomiting, diarrhea, or any other extreme symptoms. The individual Nanny will decide if care is to be given to the sick child. If the Nanny chooses to care for the sick child, the hourly rate will increase by \$4 per hour of care. If NOW is not notified of a sick child and the NOW Nanny shows up to a sick home, there will be a \$25.00 inconvenience fee in addition to the sick child rate. NOW will not staff cases where children have COVID, Flu, Pink Eye, Lice, or Hand Foot and Mouth Disease.

18. Transportation Reimbursement

Upon request, our NOW Nannies can transport Clients' children. If the Nanny uses their personal car to transport, there may be a transportation reimbursement set forth on a case-by-case basis; however, there is a \$10 a day minimum. The Client is required to provide the NOW Nanny with proper booster seats, car seats, etc. Transportation will not be provided to children of unregistered clients.



19. Out of Town Guests

Guests of registered Clients, who live out of NOW's current coverage area, may utilize NOW's services by completing a non-registered client agreement. The registered Client will be responsible for all fees for both families.

20. Overnight Care

The fee for overnight care can vary but starts at \$250 for a 24 hour period. A proposal of overnight care rates is available upon request.

21. Inclement Weather

In the event of inclement weather, the individual NOW Nanny will decide their comfort level in driving to the Client's home. Service cannot be guaranteed on days with inclement weather unless the Client offers to pick up and drop off the individual Nanny.

22. Meet and Greets

Upon request, NOW can send a NOW Nanny to a Client's home to meet the Client before a scheduled babysitting date based on the Nanny's availability. The Client will be billed for the time the NOW Nanny spends at their home. The minimum hours will not apply to meet and greets. Meet and greet charges are included in part-time and full-time nanny placement fees.

23. Payment Method

The Client will keep a credit card number or banking account on file with NOW for all payments related to memberships, search fees, and placement fees.

24. Late Fees

Clients are required to keep NOW informed of any account changes to their credit card or bank account information. Updates/ payments that are not given to NOW within five (5) days of invoice dates are subject to a \$25.00 late fee.

25. Overtime Pay

According to Texas law, a Nanny can work up to 40 hours a week without receiving overtime pay. If the Nanny works more hours, they should be paid an overtime rate of time and a half for any hours exceeding the 40 hours (based on the hourly rate their employer has agreed to pay). If a Client does not wish to pay the overtime rate, we can send a second NOW Nanny to assist them for any hours exceeding 40 hours a week at the normal hourly rate.

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26. Event Care

NOW can provide on-site childcare for special events (weddings, parties, receptions, corporate gatherings, etc.). For event care rates, please contact us.

27. Revision of Fees and Policies Hereunder

NOW may revise this Fee and Policy Schedule from time to time upon notice to the Client.

NOW A LA CARTE SERVICES

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| NOW Background Check & Drug Screening (5Panel) | \$300 |
| Drug Screening (10 Panel) | \$100 |
| On-going Monitoring | \$10/mo |
| Nanny Training | \$100 |

