



Effective: September 2021

**FEES AND POLICIES
OF
PREFERRED CHILDCARE**

1. Registration Fee.

The Client shall pay Preferred ChildCare (“PCI”) Two Hundred and Fifty Dollars (\$250.00) upon the execution of the ChildCare Services Agreement (the “Agreement”). The Client shall be entitled to the benefits provided in the Agreement upon completion of registration documents. The registration fee is non-refundable.

2. Hourly Rate.

The Client shall pay PCI Twenty-Five dollars (\$25.00) per hour of childcare services provided by a ChildCare Specialist for up to three (3) children. This care option is best for families with care dates that are unexpected. Simply call or email our office with at least 48-hours’ notice or more to guarantee care for your family’s needs.

3. Memberships.

Membership Type	Rate	Description
Silver	\$50/month	<ul style="list-style-type: none"> • 4 requests per month • Priority Rate of \$19.50/hr
Gold	\$90/month	<ul style="list-style-type: none"> • Unlimited requests per month • Priority Rate of \$19.50/hr
Platinum	\$100/month	<ul style="list-style-type: none"> • Unlimited requests per month • Priority Rate of \$18.50/hr • Nanny Interviews

**A 30-day notice of membership cancellation must be given in writing.*

4. Additional Children.

There shall be an additional Two dollar (\$2.00) per hour charge for families with 4- 5 children. For families with 6 or more childcare two Childcare Specialists will be required.

5. Booking Minimums.

On Sunday through Friday, there shall be a two (2) hour minimum charge per booking. On Friday and Saturday nights there shall be a four (4) hour minimum charge per booking. If the Client cancels the services of a ChildCare Specialist within twenty-four- hours (24) of the ChildCare Specialist’s expected arrival the booking minimums will still apply.

6. Household Manager.

The Client shall pay PCI Twenty-Seven dollars (\$27.00) per hour of services provided by a Household Manager.

7. Newborn Night Care.

The Client shall pay PCI Twenty-Seven dollars (\$27.00) per hour of night nanny services provided by a ChildCare Specialist for one (1) infant. The Client shall pay PCI Thirty dollars (\$30.00) per hour of night nanny services provided by a ChildCare Specialist for two (2) infants.

8. 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 Years Eve. All requests for these dates will be handled on a first-come, first-served basis. The hourly rate shall be Thirty Dollars (\$30.00) per hour 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.

9. Last-Minute Care.

If the Client needs childcare services with less than forty-eight (48) hours prior notice, the Client will pay an additional backup care fee of Twenty-Five Dollars (\$25.00) if PCI is able to match the Client with a Childcare Specialist.

10. Sick Care.

If a Client's child should fall ill twenty-four (24) hours before care is to be rendered by a ChildCare Specialist, PCI must be contacted. PCI defines a sick child with symptoms of a fever of over 101 degrees, vomiting, diarrhea, or any other extreme symptoms. The individual ChildCare Specialist will decide if care is to be given to the sick child. If the ChildCare Specialist chooses to care for the sick child the hourly rate will increase to Twenty-Seven Dollars (\$27.00) per hour of care. If PCI is not notified of a sick child and the ChildCare Specialist shows up to a sick home, there will be a Twenty-Five Dollar (\$25.00) inconvenience fee in addition to the sick child rate.

11. Transportation Reimbursement.

Upon request, our ChildCare Specialists can transport Clients' children. If the ChildCare Specialist uses their car to transport, distances driven between 1-10 miles a day are free. Transportation over 10 miles will incur a transportation reimbursement set forth on a case by basis. The Client is required to provide the ChildCare Specialist with proper booster seats, car seats, etc. Transportation will not be provided to children of unregistered clients.

12. Multiple Families.

If the Client and one or more other registered families utilize a ChildCare Specialist at the same time on a non-Black-Out Date, there shall be a charge of Twenty dollars (\$20.00) per hour for each family (with a maximum of six (6) children total), instead of the hourly rate set forth in Section 3. On a Black-Out Date, if the Client and one or more other registered families utilize a ChildCare Specialist at the same time, there shall be a charge of Twenty-five dollars (\$25.00) per hour for each family (with a maximum of six (6) children total).

13. Out of Town Guests.

Guests of registered clients, who live out of PCI's current coverage area, may utilize PCI's services by completing a non-registered client agreement. The registered client will be responsible for the Multiple Family Rate for both parties as stated in Section 12.

14. Overnight Care.

The fee for overnight care varies from two hundred Twenty-Five dollars (\$225) to Four Hundred dollars (\$400) for a twenty-four (24) hour period. A proposal of overnight care rates is available upon request.

15. Inclement Weather.

In the event of inclement weather, the individual ChildCare Specialist 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 ChildCare Specialist.

16. Payment.

The Client shall keep a credit card number or bank account number on file with PCI. PCI shall charge the Client's credit card or draft from the bank account number for the time set forth on the time sheet signed by both the Client and the ChildCare Specialist. For clients choosing to pay via auto draft from a bank account, no processing rate will apply. For clients choosing to pay by credit card there will be a 3% processing fee upon each invoice.

17. Late Fee.

Clients are required to keep PCI informed of any account changes to their credit card or bank account information. Updates/ Payments that are not given to PCI within 5 days of invoice dates are subject to a Twenty-Five dollar (\$25.00) Late Fee.

18. Overtime Pay.

According to North Carolina law a ChildCare Specialist can work up to 40 hours a week without receiving overtime pay. If the client utilizes the same Specialist for more hours, they will pay the overtime rate of Thirty-seven dollars and fifty cents an hour (\$37.50) for any hours exceeding the allotted 40 hours. If a client does not wish to pay the overtime rate, we can send a second Specialist to assist them for any hours exceeding 40 hours a week for the normal hourly rate.

19. Meet and Greets.

Upon request, PCI can send a ChildCare Specialist to a client's home to meet the client before a scheduled babysitting date. The Client will be billed for the time the Specialist 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.

20. Full-time Nanny Placement

Full-time placement is defined as a placement more than thirty-five (35) hours a week. To begin the process for a full-time placement, the client shall pay a Three Hundred Dollar (\$300.00) deposit which goes toward our marketing efforts. This deposit will go towards the final placement fee due once a nanny is placed. Upon a successful placement of full-time nanny, the Client shall pay PCI the chosen level placement fee. Placement Fees cannot be combined.

For a Preferred Placement the client shall pay Fifty-Five Hundred dollars (\$5500.00). The Client will pay the full time nanny directly for his or her services. The Client will have a 30-day guarantee on the preferred nanny placements. If the nanny's contract is terminated after the 30 days of signing the placement fee will be due for future placements.

For a Premier Placement the client shall pay Sixty-Five Hundred dollars (\$6500.00). The Client

will pay a full-time nanny directly for his or her services. The Client will have a 90-day guarantee on the premier nanny placements. If the nanny's contract is terminated after the 90 days of signing the placement fee will be due for future placements.

For a Platinum Placement the client shall pay Seven Thousand dollars (\$7000.00). The Client will pay a full-time nanny directly for his or her services. The Client will have a 180-day guarantee on the platinum nanny placements. If the nanny's contract is terminated after the 180 days of signing the placement fee will be due for future placements.

21. Replacement Policy- Guaranteed Sitting

If a ChildCare Specialist has been placed with your family within the guaranteed time frame and can no longer fulfill the requirements of the position, Preferred ChildCare will make every effort to replace this candidate to the best of their ability, however a replacement sitter is not guaranteed.

22. Replacement Policy- Full Time

If the initial Candidate leaves Client's employment within the replacement policy time limits set forth in Client's selected Placement Package (i.e. 30, 90 or 180 days from the Candidate's first day of employment or other engagement with Client), Preferred ChildCare will make reasonable efforts according to applicable law for 30 days to provide additional referrals for a maximum of one replacement Candidate to Client. Client has 30 days from the date of the Candidate's last day of employment or other engagement with Client to invoke this Replacement Policy with Preferred ChildCare. Preferred ChildCare'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 Preferred ChildCare's fees and charges in a timely manner; (2) notification to Preferred ChildCare within 48 hours of the Candidate's termination of employment; (3) abiding by all applicable laws, including paying the Candidate in a timely manner in full as required by law; (4) not materially changing the Candidate's job duties or job description; (5) providing Preferred ChildCare 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; 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 Preferred ChildCare.

If Client fails to satisfy all the aforementioned conditions, Preferred ChildCare shall have no further obligations to Client. Preferred ChildCare's obligation to provide additional referrals shall not apply if the Candidate gives Client notice of her or his intention to terminate her or his employment with Client at the end of the time period indicated in the Client's selected Placement Package (i.e. 30, 90 or 180 days from the Candidate's first day of employment or other engagement with Client.)

23. Revision of Fees and Policies Hereunder

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