



Effective: April 25, 2022

FEES AND POLICIES OF PREFERRED CHILDCARE

1. Registration Fee.

The Client shall pay Preferred ChildCare (“PC”) 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. Client Memberships.

| VIF Members (Very Important Family) \$50/Month or \$500 annual | Non- Members |
|---|--|
| <ul style="list-style-type: none"> • Priority scheduling (All VIF placements filled before non-members) • Monthly Giveaways | <ul style="list-style-type: none"> • Babysitting \$30 • Nanny \$36 |
| 20+ Hours Per Week: <ul style="list-style-type: none"> • T1: Babysitting \$24.50 • T2: Nanny \$28.50 | |
| 19> Hours Per Week: <ul style="list-style-type: none"> • T1: Babysitting \$26 • T2: Nanny \$30 | |

T1 - ChildCare Specialist will engage children and pick up after kids. **Help with traditional child care related duties** such as dinner preparation, bath and bedtime routine.

T2 - ChildCare Specialist will provide traditional child care related duties **in addition to duties such as**; transportation, up to 10 miles included, help with homework, unload dishwasher, help with children’s laundry.

For Clients that need organization, errands, household laundry or light housekeeping please view our Household Manager offerings.

3. Additional Children.

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

4. Booking Minimums.

The Client will be billed for all hours requested on any given date. The ChildCare Specialist will be paid for all hours reserved even if they are let go early from the shift. If the ChildCare Specialist stays later than the original reserved time, the adjustment will be noted on the Client Invoice. 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.

5. Part Time Placement Search Fee.

Upon confirming any part time nanny needs through our agency (10-35 hours consistently per week), the Client shall be billed a search fee of one-hundred and fifty dollars (\$150.00).

We want to offer an informed understanding that any “pause,” including a lack of contact with our agency for greater than 10 days, will result in the need to reinitiate the placement process, including the full cost of the search fee should you be interested in starting a new search

6. Part-Time Nanny Placement- Direct Hire

For Clients who wish to employ a part time-nanny directly, we offer a part-time nanny placement-direct hire. To begin the process for a part time placement, the Client shall pay a Two Hundred and Fifty Dollar (\$250.00) deposit. This deposit will be applied to the final placement fee. Upon successful placement of a part-time nanny, the Client shall pay the part time placement fee of Twenty Eight Hundred Dollars (\$2,800.00). The Client will pay the part time nanny directly for his or her services. The Client will have a 30-day guarantee on part-time placements.

7. Household Manager.

The Client shall pay PCI forty dollars (\$40.00) per hour of services provided by a Household Manager.

8. Newborn Night Care.

The Client shall pay PCI thirty dollars (30.00) per hour of night nanny services provided by a ChildCare Specialist for one (1) infant. The Client shall pay PCI forty dollars (\$40.00) per hour of night nanny services provided by a ChildCare Specialist for two (2) infants.

9. 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 forty dollars (\$40.00) 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.

10. 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.

If you are using our VIF membership for part time care, please communicate with our agency if your ChildCare Specialist 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.

11. 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 Four Dollars (\$4) per hour more 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.

12. 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 case 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.

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 all fees for both clients.

14. Overnight Care.

The fee for overnight care can vary and starts at Three-Hundred Dollars (\$300) 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 all hours requested. 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 time and a half for any hours exceeding the allotted 40 hours based on the hourly rate the Client has signed up for. If a Client does not wish to pay the overtime rate, we can send a second ChildCare 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 ChildCare 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 constant placement more than thirty-five (35) hours a week. To begin the process for a full time placement, the Client shall pay a Seven Hundred and Fifty Dollars (\$750.00) deposit. This deposit will be applied to the final placement fee.

Upon successful placement of a full-time nanny, the Client shall pay the full time placement fee of Eight Thousand Four Hundred and Ninety-Seven Dollars (\$8,497.00). The Client will pay

the full time nanny directly for his or her services. The Client will have a 60-day guarantee on the nanny placement.

To best meet your needs we offer a la carte additions that can be added to your placement package. Those options are below and available until 5 business days after the position starts.

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| 90 Day Replacement Period | \$397 |
| 180 Day Replacement period | \$797 |
| Enhanced Screening, to include all residencies + Drug testing | \$597 |
| Drug testing | \$297 |
| Nanny Curriculum | \$197 |
| Reduced Rate for Annual Back up Membership | \$250 |
| NC Alert | \$197 |

21. Replacement Policy for Care

If a ChildCare Specialist has been placed with the Client, and can no longer fulfill the requirements of the position, PCI will make every effort to replace this ChildCare Specialist to the best of their ability, however a replacement ChildCare Specialist 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 base package or any additional replacement periods purchased, Preferred ChildCare will make reasonable efforts accordingly 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 base package or any additional replacement periods purchased.

23. Non-Responsiveness Clause for Full Time

In the event the Client does not respond to the Agency after three (3) written attempts, is not placed by the Agency within 60 days of signing of this Agreement, and the Agency has provided at least three (3) Candidates who, in the sole and absolute discretion of the Agency, are reasonably suited to perform the duties set forth in the Client's job description (a "Viable Candidate"), in order to continue to receive the Agency's Services the Client will be charged a \$750.00 non-refundable deposit ("Deposit") to continue the Service. The Deposit will be applied towards the final balance due upon hiring of a Viable Candidate; however, if the Client alters the Candidate's job description from that which the Client expressed in its Client application and such alteration causes a new search, the Deposit will not be applied towards the balance due and is non-refundable.

24. Revision of Fees and Policies Hereunder

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