

# Terms and Conditions



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## Madelief / Nanny Nina

Hello! Thank you for reading our conditions!

For questions, please do not hesitate to e-mail or call us!

E-mail: [info@oppasmadelief.nl](mailto:info@oppasmadelief.nl)

Tel: +31 (0) 638502234



Kind regards,

Jasmijn Kok

The role of Madelief / Nanny Nina

What do we do? You can think of us as a matchmaker service for babysitters: a mediator that helps parents finding the right babysitter!

Responsibility

We screen the babysitters, but we are only the mediator. What happens during babysitting is the responsibility of the babysitter and the parents.

“Get to know you” meetings

Parents and care takers can of course meet the babysitter before they have the real babysitting appointment, to have a cup of tea and get to know each other. This is an initial-meeting to get familiar with the babysitter. These meetings take place either during the first 15 minutes of the babysitter appointment or one week before the real appointment. These meetings are free of charge. We really recommend this to parents for the safety of the children and the babysitter herself.



## Insurance

We advise all our babysitter to take out insurance. The babysitter is responsible while watching the children, so an insurance cover is very wise to have. Madelief / Nanny Nina is not liable for any material or immaterial damage. For specific information about the insurance and how it works please contact your city captain! ( under contact on the website☺)

## Contract

A frequently asked question is: 'Do I have to give my babysitter a contract and can I pay her or him in cash?' The answer differs per country, please contact your city captain ( contact person in your city) and she will explain how it works! We dit place 2 example contracts in the footer of our website, you can use them!

## Do not share

You can use 1 babysitter account per household; this account cannot be shared. (Sharing is caring but unfortunately that is not allowed!)

## Unlimited bookings

With your subscription you can make an unlimited number of bookings on our website. You can go out and book a babysitter whenever you feel like it!

## Payment

At the first payment of your subscription we ask you to agree with our SEPA incasso subscription. This to verify your account and make sure you agree that we start subscribing money from your account. From then on, the payment will be automatically withdrawn from your bank account. We do not ask for extra service costs and do not take a percentage from the babysitters hourly rate!

## Contacting our babysitters

You can call or app with our babysitters. But only if you have an on going subscription with us. If we discover that you contact our non-seasoned babysitters, we will impose a fine of € 200 for the parents and € 80 for the babysitter (We do not like to work with these rules but we have invested in recruitment, so the contact information of our babysitters is very valuable to us. We hope you understand!).

## Last minute service

The last-minute service comes with your subscription. That means that you can call with a request, up to 5 minutes before you need a sitter. We often manage to find a babysitter at the last moment, however, unfortunately we are unable to 100% guarantee these last-minute requests!



## Subscription

When you choose to sign up for a flexible babysitter monthly subscription, you can book the babysitter yourself via the website. The last minute service is included in this subscription. You can call us anytime!

Alternatively, if you are looking for a babysitter regularly, you could choose to take our Nanny Premium subscription and we will arrange a sitter for fixed day(s) in the week (i.e. every Wednesday and Thursday afternoon). If your regular babysitter stops, we immediately start looking for a replacement and introduce you to someone within 3 weeks.

## Nanny Premium

You will find the applied Terms and Conditions of our Nanny Nina Premium subscription in the email with the appointment document and the babysitter profile. You cannot cancel this subscription before the agreed date. If you take a 2-year subscription, you will be required to pay a monthly fee for the next 2 years. Do you want to stop your subscription after 2 years? Not a problem at all. Just e-mail your captain and she will stop the subscription. If provided with a valid reason of course you can still cancel your subscription. However, as we have given a discount on your 1 or 2 years subscription fee we will ask you to pay back this discount. ( difference between the monthly subscription and the 1 or 2 year subscriptions )

## Stop your flexible subscription

You are always able to stop your flexible babysitter subscription yourself. This can be done on our website by logging in with your profile under the heading "payments". If you cancel the subscription, we will immediately stop our service and you will no longer be able to use our service. If you stop one day before the date of the next depreciation, you will not get a bill for the next month.

Example: did you buy your subscription on 05.03.2018 then cancel it on 04.04.2018 to prevent a new depreciation☺

This way of cancellation does not apply to a regular babysitter or "Nanny Premium". If you buy a Nanny Premium subscription for 1 or 2 years, it is not possible to stop earlier (please refer to terms and Nanny Premium that we email to you, when you buy our premium subscription!)

Feel free to contact us, we are happy to answer any questions you may have.

Warm regards,

Jasmijn and Lyla Kok

Founders of Madelief / Nanny Premium

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