

# PREFERRED

## CHILDCARE

### IN-HOME CHILDCARE FEES AND POLICIES

Effective: August 17, 2023

#### 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 Rates

- T1: A ChildCare Specialist will engage and clean up after children, as well as help with traditional childcare-related duties such as dinner preparation, and bath and bedtime routines.
- T2: A Nanny will provide traditional childcare-related duties in addition to the listed duties: transportation, help with homework, unloading the dishwasher, and help with children's laundry.

<b>VIF Members</b> (Very Important Family) <b>\$50/month</b> (or \$500 billed annually)	<b>Non-Members</b>
<ul style="list-style-type: none"> <li>• T1 Babysitter: \$26/hour</li> <li>• T2 Nanny: \$30/hour</li> </ul>	<ul style="list-style-type: none"> <li>• T1 Babysitter: \$30/hour</li> <li>• T2 Nanny: \$36/hour</li> </ul>
<ul style="list-style-type: none"> <li>• Priority scheduling (All VIF placements filled before non-members)</li> <li>• Consistency in ChildCare Specialists</li> </ul>	

#### 3. VIF Membership

The Client shall pay on the first of each month for their membership plan to receive the above benefits (see chart) for the upcoming month. A 30-day notice is required to discontinue or pause membership.

#### 4. Household Management

The Client shall pay PCI forty dollars (\$40.00) per hour of services provided by a Household Manager. Household Managers perform a variety of tasks related to the organization of the home, light housekeeping, errands, pet care, and childcare.

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### 5. Additional Children

There shall be an additional two dollars (\$2.00) per hour charge for Clients with four (4) children. There shall be an additional four dollars (\$4.00) per hour charge for Clients with five (5) children. For Clients with six (6) or more children, two Childcare Specialists will be required.

### 6. 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 originally 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 (24) hours of the ChildCare Specialist's expected arrival, the booking minimums will still apply.

### 7. Last-Minute Care

If the Client needs childcare services with less than forty-eight (48) hours prior notice, the Client will pay an additional back-up 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 and provide a potential replacement if needed.

### 8. Part-Time Placements: Search Fee

A Part-Time Placement is defined as a constant placement of ten (10) hours a week or more. To begin the process for a part-time placement, the Client shall pay a search fee of one hundred and fifty dollars (\$150.00). The search fee is non-refundable and is only charged upon the presentation of candidates.

### 9. Part-Time Placements: Minimum Hours

PART-TIME PLACEMENTS	MINIMUM HOURS
5 Days per Week	3 hours minimum per day
3 Days per Week	4 hours minimum per day
2 Days per Week	5 hours minimum per day

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### 10. Part-Time Placement: Approved Schedules

Part-Time Placements are available for approved schedules only.

Examples of approved schedules are as follows:

- Part-Time Placements offered two (2) or three (3) days a week need to be (M/W/F or T/Th).
- If back-to-back days are needed less than four (4) days a week, the placement will be treated as on-call babysitting.
- Scheduled time frames should be the same each day needed. If time frames vary from day to day, the placement will be treated as on-call babysitting.
- Upon successful placement of a Part-Time Nanny, the Client shall pay Preferred ChildCare the hourly rate set forth in Section 2.

### 11. Non-Responsiveness Clause for Part-Time Placement

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.

### 12. Newborn Night Care

The Client shall pay PCI forty dollars (\$40.00) per hour of night nanny services provided by a ChildCare Specialist for one (1) infant. The Client shall pay PCI sixty dollars (\$60.00) per hour of night nanny services provided by a ChildCare Specialist for two (2) infants.

### 13. Black-Out Dates

Requests on the following days will be handled on a first-come, first-served basis: 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. 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 2.

### 14. Vacation Assistance

For Clients interested in vacation assistance, a custom proposal will be offered. Pricing is based on the dates, location, number of children, hours, and duties the ChildCare Specialist is responsible for. Please contact us at [info@preferredchildcare.com](mailto:info@preferredchildcare.com).

### 15. Group Care

For Clients interested in group care, church care, or event care, please refer to our group care fee and policy schedule.

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### 16. 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, an additional four dollars (\$4.00) an hour will apply. 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.

### 17. Transportation Reimbursement

Upon request, our ChildCare Specialists can transport Clients' children. If the ChildCare Specialist uses their car to transport, there will be a transportation reimbursement set forth on a case-by-case basis, with a ten-dollar (\$10) minimum per day. 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.

### 18. Out of Town Guests

Guests of registered Clients who live outside 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.

### 19. Overnight Care

The fee for overnight care can vary and starts at two-hundred dollars (\$200) for a twelve-hour (12) period. A proposal of overnight care rates is available upon request.

### 20. 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.

### 21. 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.

### 22. Late Fee

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

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### 23. 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 ChildCare Specialist for more than 40 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.

### 24. Meet and Greet

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.

### 25. Full-Time Nanny Placement & Nanny/Family Assistant Placement

To begin the process for full-time placement for a Nanny or Nanny/Family Assistant, the Client shall pay a five hundred dollar (\$500.00) deposit. This deposit will be applied to the final placement fee. Upon successful placement of a Full-Time Nanny or Nanny/Family Assistant, the Client shall pay the placement fee of six thousand four hundred ninety-seven dollars (\$6,497.00) minus the deposit. The Client will pay the Full-Time Nanny or Nanny/Family Assistant directly for his or her services. The Client will have a 60-day guarantee on the nanny or nanny/family assistant 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 five (5) business days after the position starts.

#### A LA CARTE ADDITIONS:

<b>90-Day Replacement Period</b>	\$397
<b>180-Day Replacement Period</b>	\$797
<b>Enhanced Screening (Residencies + Drug Testing)</b>	\$597
<b>Drug Testing</b>	\$297
<b>Nanny Curriculum</b>	\$197
<b>Reduced Rate for Annual Back-Up Membership</b>	\$250
<b>North Carolina Alert</b>	\$197

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### 26. 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.

### 27. Full-Time Placement: Replacement Policy

If the initial Candidate leaves the 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 (1) replacement Candidate to the Client. The client has 30 days from the date of the Candidate's last day of employment or other engagement with the 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 the Client fails to satisfy all the aforementioned conditions, Preferred ChildCare shall have no further obligations to the Client. Preferred ChildCare's obligation to provide additional referrals shall not apply if the Candidate gives the Client notice of their intention to terminate their employment with the Client at the end of the time period indicated in the Client's base package or any additional replacement periods purchased.

### 28. 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 the signing of this Agreement, and the Agency has provided at least three (3) ChildCare Specialists 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 ChildCare Specialist"), the Client will be charged a five-hundred-dollar (\$500.00) non-refundable deposit ("Deposit") to continue to receiving Agency's services. The Deposit will be applied to the final balance due upon the hiring of a Viable Family Care Provider; however, if the Client alters the job description from that which the Client expressed in their family application and such alteration causes a new search, the Deposit will not be applied to the balance due and is non-refundable.

### 29. Corporate ChildCare

For Clients interested in offering corporate childcare as an employee benefit, a custom proposal will be offered. Please contact us at [info@preferredchildcare.com](mailto:info@preferredchildcare.com) to learn more.

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### **30. Pet Sitting: Daily Rate**

The Client shall pay PCI Forty dollars (\$40.00) per day of pet sitting services provided by a Pet Sitting Specialist for up to two (2) trips to the home.

### **31. Pet Sitting: Additional Trips**

The Client shall pay PCI ten dollars (\$10.00) per day of pet sitting services provided by a Pet Sitting Specialist for each additional trip to the home.

### **32. Pet Sitting: Overnight Care**

The Client shall pay PCI seventy dollars (\$70.00) per day of pet sitting services provided by a Pet Sitting Specialist for overnight care.

### **33. Pet Sitting: Blackout Dates**

Pet sitting needs on the following days will be handled on a first-come, first-served basis: 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. The daily rate shall be fifty dollars (\$50.00) per hour of pet sitting.

### **34. Revision of Fees and Policies Hereunder**

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