

## TERMS OF BUSINESS FOR CLIENTS

Sensitive Touch Nannies acts as an introduction agent. We introduce suitable candidates to work as nannies, maternity nurses/nannies, pa's tutors and housekeepers ('Applicant') for its clients ('Client'). The Agency does not employ any of the Applicants, directly or indirectly. Applicants are introduced to Clients on the basis that they will be employed by the Client, unless the Applicant is self-employed.

1. The Client will pay the due fee to the Agency upon an offer of engagement being made by the Client to the employee, and being accepted by the latter. Payment of the fee is due upon this acceptance, and not upon the commencement of employment. Temporary and maternity engagement fees are payable in advance for the proposed contract term. If the position is overseas payment must be within ten days of the invoice date and before the Employee leaves the UK or Country of residence.
2. The Client will notify the Agency immediately upon any offer being made which results in the engagement being accepted.
3. The Client will notify the Agency if a temporary Employee continues after the contract term, and an additional fee will then be charged up to a maximum of 12 weeks. Thereafter the fee for a permanent engagement will be payable.
4. The fee charged for an introduction is applicable to one engagement only. If the client should re-engage an Employee within 12 months of Termination of Employment a further fee will be charged and the agency must be notified immediately of any such arrangement.
5. In the case of cancellation of the engagement by the Client before the Employee has started work, one week's salary will be payable by the Client to the Employee, together with all expenses incurred by the Agency.
6. [You have a 8 week guarantee period.](#) Clients retaining the services of an employee beyond the guarantee period, however unsatisfactory, paid or unpaid, will receive no replacement. Your guarantee entitles you to a replacement nanny if things don't work out as expected.

No refund/replacement will be given if the Nanny leaves due to unreasonable demands by the Client or there has been a change in job description, hours, pay or job location.

7. The Client will reimburse all reasonable travelling expenses incurred by potential employees who present themselves for an interview.
8. The Client will provide the Employee with full written details of salary and any other benefits/
9. All introductions of applications by the agency and their details shall remain confidential and must not be passed indirectly to potential Employers or Employees. A sum equivalent to the full introduction fee will be charged to the employer if the undertaking is breached.
10. It is the Employers responsibility or liability for any loss, damage, expense or delay resulting from the Agency's introduction. The agency does not give any guarantee concerning the suitability of any staff introduced by the agency. It is up to the clients to satisfy themselves in this respect.
11. At the Client's request the Agency will arrange the Employees air travel, which will be paid by the client prior to engagement. Tickets remain sole responsibility and property of client for contract period negotiable only between Client and Employee.

12. It is responsibility of the Client and not the Agency to obtain a work permit wherever required for Employees. The Agency accepts no responsibility if the Employee is refused entry by a country's immigration authorities are not permitted to remain in that country, because the Client has failed to arrange a valid work permit. In any such case no fee refund or credit will be given.

Special Mother's Help package: Your offer is to pay £50 to register and a placement fee of £450. This comes with a 6 month guarantee and no refund under any circumstances.

#### Agency Fees

Permanent overseas staff (over 12 weeks)

Europe: 18% of net annual salary

Outside Europe: 20% of net annual salary

Temporary overseas staff (less than 12 weeks)

Nannies £80 per week or part thereof

Mother's Helps £80 per week or part thereof

Maternity Nurses £90 per week or part thereof

Permanent staff UK

Nannies 5 weeks' salary

Maternity £80 per week or part thereof

Temporary Nannies/Mother's Helps £80 per week or part thereof for 8 weeks).

All other domestic staff is charged at 11% of Gross annual salary.