

Bayside Babysitters terms and conditions

This agreement is made between Bayside Babysitters agency and the Parents/Guardians using the booking service provided by Bayside Babysitters agency for the engagement of Babysitters the care of the children of the Parents/Guardians. It is at all times subject to the following Terms and conditions:

By placing a booking the Parties agree to be bound by these terms and conditions.

In this agreement the following definitions apply:

“Babysitter” means the person entrusted to care for the child of the parent/guardian.

“Parent/Guardian” means the person representing to have the care and control of the child for whom the booking has been made.

1. Scope of Services

a. Bayside Babysitters agency facilitates the connection between families seeking babysitting services ("Parent/guardians") and independent contractors providing babysitting services ("Babysitters").

b. The agency acts solely as a platform for booking arrangements and does not employ Sitters directly. The parent/guardian is the principal contractor of the Babysitter and is all times responsible for approving and accepting the suitability of the Babysitter to care for their child.

2. Booking process

a. Parents/guardians are required to use the Bayside Babysitters platform or contact our customer service team to book babysitting services.

b. Clients agree not to contact Sitters directly to arrange bookings outside of the agency's platform or without the agency's involvement. This is in direct breach of our service and does not uphold our agency ethos. This breach will incur a termination from our service and a \$100 fee as an accepted penalty.

3. Cancellation of booking

- a. The parent/guardian agrees to give as much notice to a cancellation as possible.
- b. If the parent/guardian cancels with more than 24hrs notice, they are entitled to a full refund of the booking fee/booking credit of \$25.
- c. If the parent/guardian cancels with less than 24hrs notice, they are not entitled to a refund and forfeit the booking.

4. Fee schedule

- a. The annual fee for Bayside Babysitters is \$250 AUD. This fee is payable upon subscription and will automatically renew (with warning) after 12 months.
- b. The annual fee is refundable on a pro-rata basis, contingent upon termination of the contract prior to the completion of the annual membership period. Should a member wish to terminate their contract before the conclusion of the annual membership period, a refund will be issued based on the remaining duration of the contract. The refund will be calculated by dividing the annual fee by 12 (representing months in a year) and multiplying it by the number of months remaining in the membership period. Example: For instance, if a member decides to terminate the contract after 6 months, they would be eligible for a refund of \$100 AUD, representing half of the annual fee. Refund Process: To request a refund, members must submit a formal written request to Bayside Babysitters

specifying their intention to terminate the contract and requesting a refund of the remaining balance of the annual fee. The request must be submitted within a reasonable timeframe following the decision to terminate the contract.

- c. Casual babysitting requests incur a booking fee of \$25 and cancellation fees apply as previously stated in section 3.
- d. 'School term sitters' are sitters contracted for the period of a school term, and incur a fee of \$150 per term.

5. **Limitation of Liability**

- a. Our agency is not liable for any damages, losses, or issues that may occur as a result of hiring or interactions with babysitters. All arrangements and agreements are made directly between the member and the babysitter. We cannot be held accountable for disputes, incidents, or dissatisfaction.