

Terms and Conditions

Booking & Payment

- Over 4 hours

Bookings of over 4 hours (€100) must be made with email completion of a booking form and must be paid for in advance. 20% of the value is due upon booking as a booking fee and to reserve the dates and times you have selected. Your booking is only confirmed once both deposit and booking form are received. The remaining 80% is due 8 weeks before the first day of your booking. Should you need to cancel your booking neither of these payments are refundable. It is your responsibility to ensure sufficient insurance is in place in order for you to recuperate the cost of your booking. Chatel Childcare is able to provide documents proving proof of booking for insurance purposes.

Prices are in euros and full payment amount must be paid in euros to the French bank account detailed on your booking form. The customer is responsible for any additional bank charges relating to making a payment into a French bank account.

- Under 4 hours

Bookings of under 4 hours (€100) can be made via Whatsapp, email or phone contact. Payment is due at the end of the childcare booking. Payment can be made in cash or bank transfer. Cancellation by the client within 48 hours prior to the start of the booking incurs a €30 cancellation fee. This cancellation fee is inclusive of evening babysits.

Data collection

Please read our Data Protection document to understand how and why data is collected.

It is essential that all information provided on your booking form is accurate particularly that children's health conditions are fully disclosed.

Health

It is essential that Chatel Childcare is made aware (via the booking form) of any long-term health conditions in order that care can safely be given to your children. Any booking where information has been withheld, which could lead to danger of injury or severe illness in either the children or the nanny, can be cancelled with no refund given.

If your child has become ill in the run up to your holiday, most conditions will not affect the ability of Chatel Childcare to provide care for your children. Please contact Chatel Childcare at the earliest point possible to discuss any contagious conditions. Chatel Childcare reserve the right to refuse care if a child to be cared for has a contagious illness in the run up to or during your holiday.

If your child has vomiting or diarrhoea unfortunately I will need to discontinue childcare until symptoms have been absent for 48 hours. The booking is not refundable but if mutually convenient times **within the same week** can be found the hours paid for can be transferred.

A note on Covid/ Illness

Covid restrictions do still apply in France. You can find details of what to do if you suspect you or a member of your party has Covid on this link: <https://www.ameli.fr/assure/covid-19/symptomes-gestes-barrieres-cas-contact-et-isolement/en-cas-de-test-positif-au-covid-19>

This also applies to contact cases.

If a member of your party test positive for Covid meaning your holiday is cancelled then the booking is not refundable so please ensure adequate insurance is in place. Booking confirmation documents can be provided for your insurance claim.

If your child is displaying possible covid symptoms but has not tested positive please inform me at the earliest opportunity. This will allow me to wear a mask and take hygiene measures which means if a positive test follows I will not be required to isolate as a contact case. I will afford you this same courtesy.

If I need to cancel your booking due to myself having Covid, Covid isolation or other illness your booking will be refunded in full.

Cancellations & Refunds

Neither your booking fee nor the holiday balance are refundable nor transferable should you cancel for any reason.

It is the responsibility of you, the client, to ensure sufficient insurance is in place to cover cancellation whether due to health, transport, resort closure, border restrictions or any other reason.

Chatel Childcare is a registered French business and as such can provide cancellation documents which you can use for your insurance claim.

If I am unavailable to provide childcare for any specific hours booked and an alternative time cannot be found then you will receive a full refund.

The hours requested on your booking form cannot be changed. Any hours not used will not be refunded as the time slots will have been reserved for your family.

Insurance

Chatel childcare is fully covered by French public liability insurance. Children must be covered by travel insurance. If an accident or injury occurs in which Chatel Childcare is not at fault then any expenses incurred will need to be recovered through the child's insurance policy.

Any damage caused by your child within your accommodation is not the responsibility of Chatel Childcare.

Damage caused to electronics and other belongings by your child is not the responsibility of Chatel Childcare.

Childcare

Childcare can be provided between the hours of 09:00 and 23:30 with a maximum session time of 8 hours and a minimum of 4 hours. Under special circumstances (eg. New Years Eve) these hours can be extended but only with prior agreement.

Childcare is charged at €25 per hour for up to 2 children. An extra €5 per hour is charged per additional child.

If you are unhappy with any aspect of the childcare being provided please raise this at the earliest opportunity.

I look forward to working with you and your family,

Emma