



EDGWARE & SOLIHULL AU PAIR AGENCY LIMITED

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TERMS OF BUSINESS FROM JANUARY 2015

Engagement of any Applicant through the Agency, where an introduction is made, is an acceptance of these terms of Business and **the full fee is payable in advance of the placement**. A non-refundable registration fee of **£35.00** is payable on receipt of Completed Family Form.

1. REFUNDS TO THE FAMILY IF THE APPLICANT LEAVES THE FAMILY UNILATERALLY NOT DUE TO ANY FAULT OF THE FAMILY AND WE ARE UNABLE TO FIND A REPLACEMENT:

- (a) If placement ends within 2 weeks, a refund of one half of the fee is payable.
- (b) If placement end within 4 weeks, a refund of one third of the fee is payable.
- (c) If placement lasts more than 4 weeks, no refund is given.

N.B. All refunds are subject to the minimum admin charge of £150.00

2. FREE REPLACEMENTS

Should the Applicant prove unsatisfactory then subject to all the conditions below having been adhered to, the Agency will endeavor to find a suitable replacement without further charge. The conditions are that:

- (a) The agency is informed in writing within 28 days.
- (b) The reason for the Applicant leaving is in our reasonable opinion satisfactory and does not arise from any fault of the family
- (c) The conditions stated in your application form have been adhered to.
- (d) The Applicant's departure is not a result of misconduct on the part of the Family e.g. too many hours, no free days, unsuitable accommodation etc.

PLEASE NOTE THE FOLLOWING:-

- (I) That full charges will apply again if the replacement Applicant proves to be unsuitable and we find a second replacement Applicant for the family.
- (II) Should a client require a replacement Applicant and make alternative arrangements via another source or if the second replacement Applicant in (I) above proves to be unsatisfactory, no refund will be given.
- (III) If a Client originally refused an Applicant offered by the Agency and subsequently engages same Applicant, an invoice for the full placement fee will be issued to the Client for immediate payment.
- (III) If a meeting is set up between the Client and the Applicant, the agreement of an engagement must be arranged through the Agency. The Applicant must not be approached for engagement directly.

3. TERMINATION PRIOR TO COMMENCEMENT OF PLACEMENT

In the event of the Applicant failing to arrive, the Agency will refund the fee, less the £150.00 admin charge to cover expenses.

The full fee is retained should the family decide not to accept the Applicant after the engagement of the Applicant has been accepted by either:

- (a) - Mutual acceptance upon interview
- (b) - Letter to the Applicant from the Family or the Agency confirming invitation
- (c) - Verbal acceptance via the telephone or acceptance by fax or email.

Clients are reminded that should they directly or indirectly introduce an Applicant to another family, the original client will be liable for the full fee should an engagement result.

Whilst reasonable effort is made by the Agency to ensure all our Applicants are respectful, responsible and trustworthy, the Agency cannot, whatsoever or howsoever in any way be held responsible for any dishonest or negligent act or omission or any other act or omission committed by an Applicant.

The Agency is not responsible for the cost of overseas telephone calls or travel expenses.

PLEASE NOTE - AN AU PAIR IS NOT A SUBSTITUTE FOR A NANNY OR CHILD MINDER.