

TERMS & CONDITIONS: (the petit print!)



DAY TIME CHILDCARE

a) Service:

Nannies are available during the daytime for half day or full day care. We can arrange to pick children up from ski school upon request. Children will be looked after in their own accommodation by the nanny. However, they can also be taken around Verbier, or brought to join parents for lunch by arrangement. Also, extra activities such as swimming, sledging and art classes can be organised upon request.

Full week nannies will be equipped with a range of fun toys/games to entertain your children and we will arrange for you to meet your nanny before the booking for introductions and childcare details.

b) Hours:

For a full day service, nannies will work 6 days each week for 8 consecutive hours. The client can choose when the nanny works on a day to day basis between the hours of 8am - 7pm. For half day bookings the nanny will work 4 consecutive hours in the morning or afternoon. During busy periods we will only take full week bookings.

If you choose to start your day late or finish your day early and therefore your nanny is not required for the full pre-booked session, the fee remains the same and no refunds will be given for any unused hours. You will be charged the hourly rate for any extra hours due to lateness or delay.

The parents/guardians must leave their mobile phone number(s) with the nanny, and make sure they are contactable at all times during the child care. Mobile phones must be fully charged and audible in ski conditions wherever possible.

c) Transport:

Our nannies can arrange their own transport to and from your accommodation.

d) Booking:

A 50% deposit will be taken at the time of reservation which will secure your booking. The full amount must be paid 2 weeks before arrival in resort. Clients can pay by cash, bank transfer or credit card (subject to 3% charge).

If the client reserves less than 2 weeks before arrival then the total balance is due at time of reservation. Any further childcare requirements such as evening work will be invoiced at the end of your booking with all payments to be settled prior to the client's departure.

d) Cancellation:

If a cancellation is made more than 2 weeks before a booking is due to start we will refund 50% of your deposit (ie. 25% of total booking value will be retained).

However if the cancellation is made with less than 2 weeks, unfortunately no deposit can be refunded.

EVENING BABYSITTING

a) Service:

Evening babysitting may be arranged at short notice, although during busy periods it is recommended that you book early. The booking is for a minimum of 2 hours. Note also, this service can extend to daytime hours if a carer is available.

b) Hours:

Evening babysitting must start before 10pm.

c) Transport:

Babysitters will arrange their own transport to your accommodation however you are responsible to arrange their safe transport home, and if necessary pay the taxi fare.

d) Booking:

For evening babysitting we will require credit card details to secure the booking (although payment will not be taken) and the entire amount may be settled by cash or credit card at the time of your service (subject to 3% charge).

e) Cancellation:

If the booking is cancelled in less than 24 hours before the start of your child care, a fee of 70CHF * will be charged (2 hours minimum work).

* New Years Eve, the minimum number of work is 4 hours which is due upon cancellation, if cancelled less than 48 hours away from the start of the booking.

Registration

On your day of arrival in the resort a member of staff will call at your chalet/apartment to meet the children. Prior to meeting we ask you to complete and sign a Registration form (CRF) for each child with information about their needs, medications, allergies, routine and emergency contact details. The form will be attached to your email confirmation.

Settling-in

All parents/guardians are encouraged to stay for the first half hour or so to aid their child with the settling-in process as the first day can often be unsettling for children in a new environment. However, please be aware that this time is included in your paid hours.

We also keep a daily diary of the day's events and activities and parents are welcome to read this at any time. Staff will also give you verbal feedback about your child's day.

Health and Safety

If your child has any special health needs or concerns please discuss this with a member of staff on arrival. Should your child require any medication during their time with us, please detail the procedure on the registration form, although we recommend where possible to administer medication before your nanny arrives.

In the event of any untoward incident occurring, you will be informed and requested to countersign a record of the incident. Please note that the safety of the children is our priority, and we have written guidelines, which are of course accessible to parents.

Child Protection

The children's welfare is of paramount importance; consequently all our nannies have been subject to Enhanced Disclosure from the Criminal Records Bureau. Likewise should staff have concerns about a child in their care they have a duty to report this to the appropriate agency.

Security

Unless specified in advance, Petit Verbier will not hand over any child from their care to anyone other than the parent/guardian. If the child(ren) is to be left in the care of another adult, Petit Verbier will need a full name, description and password for this event (to be completed on the CRF).

Feeding Children

It is the client's responsibility to inform Petit Verbier of any special dietary requirements and allergies. This can be detailed and signed on the CRF.

If you have self catered accommodation, we can prepare food from your provisions. However in company chalets/hotels, carers are not insured to use the facilities to prepare food therefore we will require a float of money which can be either used for a restaurant/café lunch. Preferably lunch should be prearranged with chalet company/hotel.

Babies – formula *or* milk must be provided and written instructions given to the nanny regarding feeding times and whether your child takes their milk heated and bottles sterilised.

Carer's lunch must also be provided for when eating in the client's accommodation.

Children's belongings

We ask that you provide a day bag for your child(ren) for your nanny's ease. For young infants, please include a supply of nappies, wipes, nappy disposal bags along with a change of clothes, comforters, dummies and bibs. For children who may be potty training, please provide several changes of clothes. Older children may also have a swimming costume and towel for agreed outings.

Please note Petit Verbier will use due care for your child's belongings but ultimately we are not responsible for any damage to your items.

Safety and Fire Regulations

Petit Verbier carers take serious measures to ensure they adhere to the health and safety regulations of the client's accommodation. It is ultimately the tour operator's responsibility to ensure all health and safety regulations are being met and should the client have any concerns over this they need to speak to the tour operator directly.

Petit Verbier carers are trained in resort to ensure they are fully aware of the safest places to care for the children in any environment, in or outdoors. Nannies will make it a priority to familiarise themselves with the fire escape routes of the accommodation upon arrival. All our nannies are first aid trained as are many of our babysitters.

Child Sickness

All our carers have telephone numbers of the medical centre and pharmacy in Verbier and will take the child there if they see fit after necessary consultation with parent. Should a child arrive or develop an infectious illness it may be that the nanny can not continue to care for the child. In this case no refund will be given.

Nanny sickness

Should the client's nanny become ill and is unable to continue working, every effort will be made to replace the nanny with another member of the team. If this is not possible a refund will be given for any time the nanny is unavailable.

Payments

Deposit or complete payment may be made by cash, credit card or bank transfer. Credit card transactions are subject to a 3% charge.

Postponement policy

If your holiday is postponed we will endeavour to provide you with child care during your new holiday dates. There will be a 10% charge of your total child care cost for us to rearrange your child care at any time. If however we are unable to provide you with child care for your new holiday dates the cancellation charges above apply.

Complaints policy

At Petit Verbier, we take customer satisfaction very seriously. If at any point you feel that you wish to discuss an issue about our service, please contact Daisy Nightingale OR Jo Chandler who will endeavour to resolve the issue.