



Client Membership Levels

Here at Babysitter Express, our clients are our top priority. Our goal is to provide whatever our clients need whenever they need it. Our clients depend on our reliability and to make our services appropriate for each of our clients, we have established different client membership levels to suit each client’s needs.

It is our goal to always guarantee a babysitter for all childcare reservations for every client. All clients are guaranteed a childcare provider once their Reservation Fee has been processed to their credit card. Scheduling is done on a first come first served basis by membership level.

Client Membership Levels		
Membership Level	Description	Annual Membership Fee
Platinum	Our platinum members may reserve a babysitter up to one hours notice for any day or evening.* Our platinum members are given top priority in the babysitter scheduling process and receive discounted reservation fees.	\$119
Gold	Our gold members may reserve a babysitter up to 72 hours notice for any day or evening. Our gold members are given second priority in the babysitter scheduling process and also receive discounted reservation fees.	\$99
Silver	Our silver members may reserve a babysitter up to one week notice for any evening. Daytime reservations are only available on the weekends for silver members.	\$79
Clients may upgrade their membership level at any time for an additional \$20 per level.		

NOTE: Although platinum members can reserve a childcare provider up to one hour in advance, if Babysitter Express is unable to process the reservation, members are not guaranteed a babysitter. Therefore, it is essential to give a least seven to ten days advanced notice to guarantee a babysitter for a specific event.

* Platinum Members: For Same Day Reservations, one hours notice is required. Babysitter Express is unable to process same day reservations for calls made after 5:00 PM and on weekends.



Services and Rates

Babysitter Express offers four services. Our goal within these services is to create an enjoyable babysitting experience for each infant, child, and pre-teen under our care. Our highly qualified professionals come to any location prepared with art supplies, activity books, games, and much more!

Professional Nanny Service

The first service Babysitter Express offers is the Professional Nanny Service. This service is for clients in need of a babysitter on a routine basis. This can be as frequently as five days per week or as infrequently as once every other week.

The Professional Nanny Service rates are as follows:

# of Children	\$ Per Hour	OT Charge	Reservation Fee			
			Weeks	Silver	Gold	Platinum
1	\$13	\$22	1-4	\$56	\$48	\$40
2	\$15	\$25	5-8	\$104	\$88	\$72
3	\$17	\$28	9-12	\$144	\$120	\$96
4	\$19	\$31	13-16	\$176	\$144	\$112
Max 20 Weeks Reserved at One Time			17-20	\$200	\$160	\$120

* See Explanation of Rates for further detail.

Professional Babysitter Service

The second service Babysitter Express offers is the Professional Babysitter Service. This service is for clients who need a babysitter on an as-needed basis. This can be for date-nights, parties, luncheons, or whatever the client needs.

The Professional Babysitter Service rates are as follows:

# of Children	\$ Per Hour	OT Charge	Reservation Fee		
			Silver	Gold	Platinum
1	\$13	\$22	\$15	\$10	\$5
2	\$15	\$25	\$15	\$10	\$5
3	\$17	\$28	\$15	\$10	\$5
4	\$19	\$31	\$15	\$10	\$5

* See Explanation of Rates for further detail.



Our Signature KidCamp Service

The third service Babysitter Express offers is our signature KidCamp Service. This service is for clients who need more than one babysitter for group events. These events can include weddings, corporate events, or large parties. Contact Babysitter Express to discuss rates.

Football Service

The fourth service Babysitter Express offers is the Football Service. This service is for clients who need a babysitter for one or all of the University of Tennessee football games. If you must cancel with 7 days of your football Saturday reservation, there will be a minimum \$39 cancellation fee assessed. Same Day Cancellations are financially responsible for the hours reserved. When reserving a babysitter for a football game, you choose the number of hours your babysitter arrives prior to kickoff and the number of hours the babysitter stays after the game. Game time is counted as four hours.

For example: Arrival: 2 Hours [Game Time: 4 Hours] Departure: 2 Hours
 Total Hours Reserved: 8 Hours

The Football Schedule and Service Rates are as follows:

Event Date	Service/Opponent	Reservation Fee					
		Prior to Aug 15 th			After Aug 15 th		
Client Membership Classification		Silver	Gold	Platinum	Silver	Gold	Platinum
	ALL 8 HOME GAMES (10% Savings)	\$108	\$72	\$36	\$144	\$108	\$72
	ALL 12 REGULAR SEASON GAMES (15% Savings)	\$153	\$102	\$51	\$204	\$153	\$102
12/3/11	SEC CHAMPIONSHIP GAME	\$25	\$20	\$15	\$35	\$25	\$20
9/3/11	Vs. Montana	\$15	\$10	\$5	\$20	\$15	\$10
9/10/11	Vs. Cincinnati	\$15	\$10	\$5	\$20	\$15	\$10
9/17/11	At Florida	\$15	\$10	\$5	\$20	\$15	\$10
10/1/11	Vs. Buffalo	\$15	\$10	\$5	\$20	\$15	\$10
10/8/11	Vs. Georgia	\$15	\$10	\$5	\$20	\$15	\$10
10/15/11	Vs. LSU	\$15	\$10	\$5	\$20	\$15	\$10
10/22/11	At Alabama	\$15	\$10	\$5	\$20	\$15	\$10
10/29/11	Vs. South Carolina	\$15	\$10	\$5	\$20	\$15	\$10
11/5/11	Vs. Middle TN State	\$15	\$10	\$5	\$20	\$15	\$10
11/12/11	At Arkansas	\$15	\$10	\$5	\$20	\$15	\$10
11/19/11	Vs. Vanderbilt	\$15	\$10	\$5	\$20	\$15	\$10
11/26/11	At Kentucky	\$15	\$10	\$5	\$20	\$15	\$10



Non-Member Babysitter Service

Babysitter Express now offers a non-member babysitter service. This service is ideal for potential clients who wish to try Babysitter Express prior to registering as a member. Also, this service is ideal for parents who only need a babysitter a few times a year. There is a \$25 Reservation Fee per appointment scheduled and all appointments must be booked at least seven days in advance. The hourly rates are the same as the regular professional babysitter service rates. If appointment is booked less than seven days in advance, the reservation fee increases to \$35 and Babysitter Express clients are given priority during the scheduling process.

2011 Service Travel Rates

Location	Fee/Trip	Location	Fee/Trip
Knoxville	\$0	Driving kids within Knoxville	\$5
Lenoir City	\$10	Oak Ridge	\$10
Maryville	\$10	Clinton	\$10
Sevierville	\$15	Pigeon Forge	\$20
Gatlinburg	\$25	Sweetwater/Athens	\$25
Cleveland	\$35	Ooltewah	\$40
Morristown	\$35	Cookeville	\$35
Kingsport	\$50	Johnson City	\$55
Bristol	\$60	Chattanooga/Signal Mtn	\$55
Nashville	\$100	Asheville, NC	\$55
Atlanta, GA	\$100	Lexington, KY	\$100
Louisville, KY	\$125	Charlotte, NC	\$125



2011 Explanation of Rates

Payment Policy:

- Full payment is due for the total hours you have reserved. You may pay with credit/bank card. We cannot guarantee the sitter can stay longer if you have not reserved those hours beforehand.
- Babysitters cannot accept cash payments unless it is a gratuity.
- Gratuities can be prepaid, charged after services or given to the sitter in cash.
- All credit card information is confidential. Your credit card will not be charged for any service that is unauthorized.

Cancellation Policy:

- Client/Family can cancel up to 7 days before reservation with NO CHARGE.
- There will be a minimum of a \$39 processing fee if you need to cancel babysitting reservation within 7 days of start time.
- **For same day cancellations, you are financially responsible for the hours you have reserved.**

Other Policies and Procedures:

- There is a two hour minimum for appointments. Appointments lasting less than two hours will be charged a \$5 travel fee.
- Invoices not paid within 15 days of invoice date are subject to a \$5 weekly finance charge.
- You have reviewed the current rates. Rates are subject to change for special event weekends.
- Rates are based on a per sitter basis. Our policy requires a 1:2 ratio for children under 3 and a 1:4 ratio for children older than 3. In some cases, this may vary.
- Babysitters are not allowed to take children swimming without prior written consent on daily log.
- Babysitters are not allowed to drive children in private vehicles without prior written consent on daily log. There is a \$5 travel fee for driving around Knoxville. For driving outside Knoxville, see the travel rates for the appropriate fee.
- Babysitters are not allowed to give children medications without prior written consent on daily log.
- Babysitter Express makes no representation as to the swimming, driving, or medical abilities of the babysitters and does not carry insurance to cover related risks.
- Over-time rates apply to the following Holidays: New Years Eve, New Years Day, Valentine's Day, Easter, Memorial Day, Fourth of July, Labor Day, Thanksgiving, Christmas Day, and Special Event Weekends.
- **Clients are NOT allowed to call babysitters directly to make changes or reservations.**
- **Clients who contact babysitters directly for time changes or reservations without getting prior written consent through Babysitter Express are subject to a minimum \$2,000.00 penalty.**
- **The membership fees are giving you access to Babysitter Express childcare providers for an annual term. Whereas, the reservation fees are what guarantee our clients a childcare provider on the specific days requested. The reservation fee is non-refundable unless Babysitter Express was unable to find a babysitter for your appointment.**