

# Babysitter Express

your trusted childcare professionals

**CLIENT AGREEMENT**

**FAMILY NAME:** \_\_\_\_\_

Client Membership Level:

Platinum    Gold    Silver

Please read the following carefully before signing the bottom of this form.

**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 unauthorized service.**

**Other Policies and Procedures:**

- Client/Family can cancel up to 14 days before reservation with NO CHARGE.
- There will be a minimum of a \$39 processing fee if you need to cancel babysitting reservation within 13 days of start time.
- For same day cancellations, you are financially responsible for the hours you have reserved.
- 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.
- 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, Valentines Day, Easter, Memorial Day, Fourth of July, Labor Day, Thanksgiving, Christmas Day, and Special Event Weekends.
- By signing an agreement with Babysitter Express, I, the undersigned guardian, agree to keep in confidence the identity of all child care professionals referred by Babysitter Express.
- I understand I may not call any Babysitter Express child care professional directly to make changes or reservations. If I do call a Babysitter Express child care professional without contacting Babysitter Express directly, I understand that I will have a minimum \$2,000.00 penalty paid to Babysitter Express and possible legal action taken by Babysitter Express.
- I am aware that on occasion, babysitters may be changed due to scheduling logistics after reservation confirmations have been made. I understand I will be notified of such changes.
- I hereby authorize my Babysitter Express child care professional to provide or consent to emergency medical assistance to my children in the event that I or my emergency contacts cannot be reached.
- I am aware of the Service Rates and Fees of Babysitter Express and what is included in my selected annual membership.

\_\_\_\_\_  
Maternal Parent/Guardian Signature

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Date Signed

\_\_\_\_\_  
Paternal Parent/Guardian Signature

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Date Signed

(To make the reservation and service processing times more efficient, Babysitter Express requests a valid credit card number to keep on file. On Reservation Forms, you may enter a different credit card number or use the credit card number on file. This card will be charged for your Annual Membership Fee for verification. At this time, BE only accepts **Visa and Mastercard**. Sorry for any inconvenience this may cause.)

**Credit Card Information:** \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_   **Exp. Date:** \_\_\_\_\_ / \_\_\_\_\_

**Type of Card:** \_\_\_\_\_   **Name on Card:** \_\_\_\_\_   **Billing Zip Code:** \_\_\_\_\_

Please mail to:   Babysitter Express • 5315 Trace Manor Lane • Knoxville, TN 37912