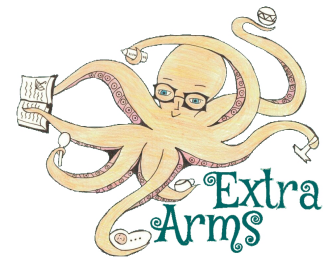


Extra Arms Nanny Agency
Rigaer Straße 29D
10247 Berlin



On Demand Babysitting Service TERMS AND CONDITIONS OF SERVICE

Process:

- Once your request reaches the Sitter team, we will give the team a couple of hours to let us know if they have capacity to cover.
- As soon as a Sitter will accept your request, we will put you in touch with your Sitter per email. Please ensure you respond to their email and confirm with them.
- If more than one working day has passed and no Sitter has been found to accept your request, we will drop you a line to let you know and make our apologies.
- Extra Arms cannot guarantee that we will fulfill every request.

Your data:

- **As soon as a Sitter accepts your request, we will put you in touch with your Sitter per email sharing with them all details you provided us with when you filled out the request form (including your address and phone number).**
- **If you work with one of our Sitters we will store your data on our GDPR compliant cloud for as long as required by regulations on archiving of our invoices. If you do not work with one of our Sitters because you canceled the request or no Sitter had capacity to cover your request, your email and all your data will be automatically deleted within 30 days.**
- **If you wish Extra Arms to forget you please let us know by writing to us at info@extra-arms.com. We will confirm receiving your request to forget you, and proceed to delete all your data from our records.**

Charges:

- **Extra Arms charges a handling fee** of 5 euros (plus VAT) for one session Babysittings, or 10% of the overall value of the babysitting (plus VAT) for Babysittings composed of more than one session.
- **Our Sitters charge 16 euros per hour.** They will consider requests for a minimum of three hours up to a maximum of three months within the Berlin city area. Some of our Sitters may need to charge VAT.
- You will be expected to **pay your Sitter for the full requested babysitting**, even if you come home early, and compensate your Sitter for any delays in 15 minute increments (i.e if you were due to relieve your Sitter at 23.00 and you arrive at 23.10 you should pay an extra 15 minutes' worth of the hourly rate). You should strive to avoid delays and keep your Sitter posted should there be any.
- For Babysittings ending after 23.30 on weekdays, and after 1am on Fridays, Saturdays and Sundays the families will be required to provide the Sitter with the **taxi fare home**, or drive him/her home, provided the Sitter agrees.

Cancellation:

- If the family cancels 10h prior to start time they owe the Sitter 50% of the overall value of the request
- If the family cancels 24h to 10h before start time they owe the Sitter 20% of the overall value of the request
- If the Sitter cancels Extra Arms will immediately start working on finding another Sitter with capacity. If a Sitter cancels a booking for reasons other than emergencies they will be suspended from the On Demand Service.
- Long Term Babysittings (covering a time span of over three weeks or involving more than five shifts) will require the signing of a freelance agreement with your Sitter, detailing provisions for cancellations.

Illness:

- You should always inform your Sitter if you or your children are ill and/or contagious on the day of the shift. Your Sitter may choose not to go through with the booking in case if you or your children are ill.

Working with a known Sitter:

- You are free to **repeat-request** a Sitter you already know, but they will not always be available for you, depending on their other commitments. Each new request must be made through Extra Arms.
- Once a family meets a Sitter via Extra Arms each time they wish to work with that Sitter they will have to send an **official request** through the agency, naming that Sitter as their preferred carer.
- If a Sitter and family have met through Extra Arms, and choose to work together without informing the agency, the agency will need to cease representing the Sitter, and will no longer be able to accept requests from the family, unless the agency is notified and the appropriate handling fees paid in full.

Ethos:

- All our terms and conditions are decided through consensus reached at Sitters meetings.
- Extra Arms does not discriminate, and will not accept discrimination, based on gender, ethnicity, sexual orientation and religious affiliation. Expect Sitters to come in all colors, shapes and sizes! All Sitters you'll meet have passed our vetting procedure and are deemed capable to the best of our knowledge.

Special occasions:

- If you need your Sitter to work on a “special” occasion, such as a public holiday, Christmas and New Year's Eve, Halloween or St.Valentine's day, you may need to make an offer higher than the usual 16 euros per hour rate. Your offer will be passed on to the Sitters and Extra Arms will mediate to ensure you reach an agreement that suits both parties.
- We will attach a document detailing your revocation rights to the email that will put you in touch with your Sitter.

Extra Arms is not responsible for the actions of third parties.

Although Extra Arms requires carers to produce an up to date Pediatric First Aid Certificate and to submit a clear criminal record disclosure in order to take part in this service, you ultimately use the service at your own risk.