



On Demand Babysitting Service FREQUENTLY ASKED QUESTIONS

CAN I CHOOSE MY SITTER?

No, we assign bookings to the first Sitter who comes back to us with availability. We know our team well, and trust all to provide great quality of care to children within their age range.

IF I RECEIVE COMMUNICATION THAT NO SITTER WAS FOUND TO COVER MY REQUEST, WILL EXTRA ARMS REGARD IT AS PENDING AND UPDATE ME IF AVAILABILITY COMES THROUGH?

No, unfortunately our process requires that we consider a request closed if no cover is found within the first 24 to 48 working hours from receiving it. You are welcome to put the request through again at a slightly later date to see if there are any changes.

CAN I GET TO KNOW MY SITTER PRIOR TO THE SESSION?

Yes, in one of the following ways:

- You can ask your Sitter for a video or regular call, ideally no longer than 30 minutes. Your Sitter will do their best to accommodate your wish. This time does not need to be compensated.
- You can ask your Sitter to arrive one hour earlier than your original request. This extra hour will need to be compensated at the same rate as other hours.
- You can agree with your Sitter on a get-to-know-you session prior to the original session you requested, once you are in touch with them. As all our sessions, the get-to-know-you session will need to be a minimum 3h in length and requested officially via the [request form](#) on the site, naming your Sitter as preferred Sitter (you can request once you have settled on a time and date with your Sitter).

WHEN AND HOW WILL I PAY MY SITTER AND THE AGENCY FEES?

The agency and the Sitter collect payment separately.

- Your Sitter will inform you of their preferred payment method and provide an invoice if you need it. Payment to your Sitter will be due right after the session is over.
- The agency will invoice per email for agency fees, some time after the session has taken place, you will be able to pay per bank transfer or Paypal (we usually send the invoices out at the end of each month).

WILL MY SITTER ALSO SUPPORT MY FAMILY WITH CHILD RELATED HOUSEHOLD CHORES?

As a rule, you should expect your Sitter to provide childcare only. Depending on the length of the shifts you have booked and the specifics of your situation, your Sitter may decide to offer additional support with small, child related household tasks.

CAN MY SITTER PICK UP MY CHILDREN FROM KITA?

Yes, provided you have informed your KiTa in the way they require.

CAN MY SITTER WORK ON A SPLIT SCHEDULE?

Sitters and Nannies usually prefer not to work on a split schedule. If you absolutely need your Sitter to take a break during the session, please consider offering to pay for those hours and/or offering meals, a place for them to sit and rest and anything that will make the split schedule possible.