



Terms and Conditions

By booking with SnowBugs you accept the following terms and conditions

1. Fee Payments and Deposit

Upon booking the full payment will be required via bank transfer (BACS) in sterling, within 7 days of making the reservation. We may be able to offer some help via a payment plan with bookings over £1000 total cost if required.

50% of the overall cost will act as a deposit and will have to be paid upfront in any case in order to secure your booking.

All payments must be settled no later than 8 weeks before your booking is due to commence. In the case that the final balance is not received by this date, we must assume you no longer require or service and your booking space may be re-filled. Your deposit as mentioned is non-refundable.

Any further childcare requirements such as additional hours or evening work will be settled prior to your departure at the rate stated in your booking confirmation.

Please also see point 2.

1.1 Activities

If you wish for your child to partake in activities around resort, e.g. ice-skating or bubble rides we will require a float to cover costs for both child and Nanny. This can be pre-arranged and paid to the Nanny in euros in resort. A receipt can be provided upon request. Please note your Nanny may not hold her own ski pass so this is not a cost that we can include as part of the service; therefore, bubble rides for the Nanny may need to be included as a cost.

Prices and activity details can be provided upon request.

Please also see point 6.4.

2. Cancellation Policy

In the unfortunate event of you needing to cancel your childcare requirements the following terms will apply:

Your initial deposit payment (or 50% of the overall fee) is non-refundable.

Where notification of a cancellation is less than 8 weeks before the start of the booking, no refund will be offered. Should the payment not have been settled at the time of your cancellation you will be required to settle the outstanding balance. A cancellation invoice can be issued to you for the purpose of claiming any losses back from your insurance company.

Where notification of a cancellation is more than 8 weeks before the start of your booking no further payments will be due. Your initial deposit payment is non-refundable; any payments received further to the 50% deposit will be refunded and a credit note will be provided.

3. Working Hours

All working hours will be agreed at the time of booking, however 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. Any additional hours required will be charged at the pre-agreed rates as shown on your booking confirmation.

Evening childcare is available upon request. We can often accommodate evening work at short notice however to guarantee a booking please confirm your requirements as early as possible.

We like to offer flexibility where we can. Additional hours must be agreed as far in advance as possible due to the Nannies potentially having other commitments and bookings already agreed. We understand a lot of notice isn't always an option so we will always try to help where we can but we will be unable to guarantee the availability of further hours to what has been arranged at the time of booking, especially during half terms and school holiday weeks.

4. Phone calls & text messages

As part of our service two free notification messages per day, per set of parents are included. For any further communication with your Nanny, the Nanny's French mobile phone numbers and WhatsApp information will be supplied for you to call or text.

We do like to use WhatsApp to communicate with the group as a whole and share photos and videos of your children throughout the day. Please see point 9 for more information.

5. Sickness and Medication

If your child is unwell during your holiday there is a local doctor's surgery and a number of pharmacy's available. We can provide you with directions and opening hours upon request. In the unlikely event that your child has an infectious illness, it may be that your Nanny can not continue to care for them; in this event, there is no refund of fees and an invoice can be provided to aid in you claiming back any losses from your insurance company.

Prior to commencement of your booking you will be asked to sign an agreement authorising our Nannies to act on your behalf in circumstances when your child may need medical advice/treatment in an emergency. We will only give medication prescribed by a doctor to your child following your prior written permission.

5.1 Sickness of Staff

If your Nanny should become unwell during your stay and is unable to care for your child(ren) we will endeavour to provide you with a replacement Nanny. During busy periods in particular however, this may not be possible. An invoice can be provided to aid in you claiming back any losses from your insurance company for any hours your Nanny was not able to work, and where a replacement was not available.

6. Mealtimes

As part of our service the Nannies can prepare your children's meals each day. How this service is provided depends on whether or not you have a catered chalet and the type of facilities that are available in your rented accommodation. It is your responsibility to provide lunch for your child.

You will be required to provide lunch for the Nanny in the circumstance that her working hours do not allow her to arrange this herself, or bring her own food.

6.1 Catered chalets

Nannies are not insured to use the facilities in most company chalets to prepare food therefore we are unable to provide your children with a hot meal in this type of accommodation. This is at the discretion of each chalet, company and the chalet staff. Please ensure this is checked at the time of making your booking with them and that the information is provided for SnowBugs.

If you do require that the Nanny arranges lunch we will require a float of money which can be either used for a restaurant/cafe lunch, or for the purchase of picnic style food from the local supermarket. Again it is your responsibility to provide lunch for your child. All receipts will be retained as proof of purchase.

6.2 Self-Catering Chalet or Apartment

Your Nanny can prepare all meals for your child during the working hours. We ask that you provide the food for your child. We can help with purchasing these items for you with your provided float if required.

6.3 Hotels

Children staying in a hotel will need to have lunch in a restaurant each day as there will be no facilities to cook or prepare lunch. Please provide your Nanny with a float for the week to pay for drinks and food for your child.

6.4 Eating Out

Your Nanny will be able to recommend which restaurants are suitable for children. If you wish your Nanny to take your child out for lunch we are happy to do this. Please ensure that money to cover your child's lunch **and the Nanny's lunch** is provided in advance.

7. Allergies and Dietary Requirements

It is your responsibility as parents to inform us of any special dietary requirements that your child may have and equip us with the necessary medication in case of an allergic reaction. This information must be given to us in writing by completing a Children's Information Form which you will be asked to complete in advance of your arrival.

8. Accommodation provider

It is your responsibility to inform your accommodation provider of your Nanny's presence during your holiday before booking your Nanny with SnowBugs. Should you fail to inform the accommodation provider and your Nanny is not welcome at your holiday accommodation, the full booking charge will apply even if the Nanny is not able to carry out the work in your accommodation.

9. Photography and Consent

We will ask each family for consent to take pictures and to use these on our website and / or social media pages. We are able to provide pictures without these being featured on any social media or our website, please ensure you inform us when sending back your information form.

If we have not received a signed and completed information form from each family requiring care detailing the children your Nanny will be looking after, we will not be able to provide the care. This will be sent to you around 4 weeks before your booking via email and will be required from each family with children in care.

10. Notes

SnowBugs will at all times take reasonable care of your child/children and his/her/their personal effects and money. If your child/children has/have an accident or suffer(s) loss of or damage to his/her/their personal effects and money, SnowBugs will not be liable to pay any damages or meet any expenses arising. Similarly if your child/children incur(s) any liability towards a third party in respect, for example, of any injury caused by your child/children to that third party or damage caused to the third party's property, SnowBugs will not be responsible.

All SnowBugs Nannies work with us on a Self-Employed basis with their own Public Liability Insurance. Therefore SnowBugs Nannies are responsible for their own actions and SnowBugs will not be responsible or held liable towards damages in this third party respect.