

## Emergency nanny at Familycare Basel

### General terms and conditions

Search requests to Familycare Basel for an emergency nanny can be placed online. In absolutely urgent cases, contact by telephone is recommended.

It is also recommended to check whether there is a care alternative in your personal environment (friends, neighbors, friendly daycare or playgroup parents, midwives...). The care of your child by a stranger always represents a stress factor. For the sake of your child's well-being, it is advantageous to entrust a known person with care for a short period of time.

### Services

Placing a search request is always done in writing by placing an online search request.

As soon as a suitable emergency nanny is found, Familycare Basel sends a care agreement to a family. Family sends the signed care agreement to Familycare Basel.

### Charges

Minimum daily assignment time is 4 hours.

CHF 49.00 will be charged per hour of care plus a handling flat rate of CHF 50.00 per assignment. Please note: The handling flat rate is due from the submission of the online nanny search request, regardless of whether the search has resulted in an assignment or not.

The nighttime surcharge is 25% (working hours from 11:00 pm until 06:00 am)

Any additional costs incurred during the childcare period must be settled directly between family and the emergency nanny.

### Payment conditions

The childcare agreement is always concluded between the family and Familycare Basel. An assignment schedule is an integral part of the care agreement. By signing the care agreement and the assignment schedule, the parties confirm that they accept the information contained therein as binding. Upon completion of the assignment, the family will receive an invoice based on the hours of care specified in the assignment plan.

Emergency nanny is employed by Familycare Basel. The contract, insurance and social insurance contributions are handled by Familycare Basel, and there is no cost to the requesting family in this regard. However, the placement of emergency nannies is limited to short-term emergency situations. For longer assignments, please refer to the nanny-pool of Familycare Basel (see supply nannies).

**Withdrawal from the service**

The childcare agreement cannot be revoked. The family also agrees to send the assignment schedule signed by both parties (family and emergency nanny) within two working days after the assignment to [administration@familycare.ch](mailto:administration@familycare.ch) and to pay for the costs specified in the care agreement, even if the care is not used by the family.

**Insurance**

The insurance of the children against damage caused by the child, an accident insurance and a health insurance are the responsibility of the family.

Emergency nanny is insured by Familycare Basel within the framework of the accident insurance. In addition, the emergency nanny is covered for liability damages by Familycare Basel own public liability insurance.

**Confidentiality**

Emergency nanny undertakes to treat all private and business information about the child in care and the family as confidential. Emergency nanny remains bound by this confidentiality obligation even after leaving the Familycare Basel nanny-pool.

**Data privacy**

The personal data are always treated confidentially and in accordance with the legal data protection regulations.

**Jurisdiction**

The exclusive place of jurisdiction is Basel.

Basel, 01.01.2024