

Norma Lewis Domestic Staff Agency

FEES and TERMS

(Current as of 1/1/2009)

(Positions registered by Families prior to this date will be charged at the rates that were applicable at the time of their registration.)

Short term placements

Temporary Au Pair / Au Pair Plus (min 4 week charge)	£30 per week
Summer Au Pair / Au Pair / Plus (2-3 months)	£160
Temporary Nanny / House Keeper / Companion - Caregiver (Standard)	£80 per week, £130 per week for first four weeks, then £100 per week thereafter
Temporary Nanny / House Keeper / Companion - Caregiver (Premium)	thereafter

(All Temporary bookings carry a minimum charge of 2 weeks' fees.)

(Negotiable Fees by arrangement for a "1 off" Day or Weekend placement)

All Fees for Temporary or Short Term Placements of any Category are payable in advance, including the minimum charge of 2 weeks' Fees if appropriate. After the first 2 weeks, the Fees are still to be paid in advance, but may be paid 1 week at a time.

The Fees are the same for Part Time or Full Time Temporary / Short Term Staff.

Should any Applicant subsequently stay on with the Family beyond the initial short term placement, the appropriate Fee would immediately become payable, as per the Terms, **minus** the Fee already paid.

Standard placements

1. Au Pair/ Au Pair Plus (Up to 6 hours per day, 30 hours per week)	£325
2. Housekeeper / Mother's Help / Nanny / Caring -Companion (Standard, i.e. under 2 years exp) and including Part - Time Positions, i.e. under 20 hours)	2 weeks' Net Salary, minimum Fee £450
3. Housekeeper /Caring-Companion/ Nanny (Premium - Qualified and /or Exp 2 years+, and including Part - Time, i.e. 20 hours or less)	3 weeks' Net salary, minimum Fee £500
4. Temporary Caring Companion - see short Term Placement above.	
5. Cleaner (1-off flat fee, for x1 per week)	£50

Refunds (For placements of 6 months +)

The refund will only be applicable if the Agency is given 15 working days in which to submit details of suitable alternative candidates, but fails to do so. If in the Agency's opinion, a suitable replacement has been offered, and not accepted, no refund will be payable.

Clients should understand that the Agency is not able to guarantee a particular nationality of a replacement candidate, or that the replacement will be able to stay for the same length of time as the original candidate.

The Agency will only provide 1 replacement Applicant to a Client, unless there are exceptional circumstances, at the discretion of Norma Lewis. No refunds are due should the replacement Applicant leave the Client, unless, again, Norma Lewis decides there are exceptional circumstances.

Exclusions to a Client's rights to a refund are:

If false information has been supplied to the Agency on the Family Registration Form, or if the Client's placement requirements changed either after the Applicant started, or for the replacement Applicant.

As per paragraph 5, if an Applicant holds a licence entitling them to drive in the U.K, but their driving skills are not to the standard required by the Client.

Where the Client did not pay the Placement Fee by the due date.

If the Client is in breach of contract by not adhering to either the Agency Terms and Conditions of Business, or if applicable, the Home Office Guidelines, or if an Au Pair / Applicant leaves the Family due to unreasonable working conditions.

If 15 working days have not been given to the Agency in which they could replace the Au Pair / Applicant.

If the Nanny / Mother's Help has to leave the Family as a result of the Family's failure to comply with fiscal legislation with regard to Tax, PAYE, N.I, etc.

After 4 weeks of any placement.

On any Flat Fee placement, (N.B. Cleaners), unless a special Fee has been negotiated by Norma Lewis, in writing.

(For full conditions, read the "Terms" page.)

Refund structure

Applicant from the Au Pair/ + category leaves within 4 weeks (Category 1, 2,)	Free replacement, or 100% refund minus £100 admin fee.
Applicant from category 2 (Mother's Helps / Standard Nannies/ Housekeepers/ Carer -Companions) leaves within <u>4</u> weeks.	Free replacement, or refund minus percentage of invoice admin fee on sliding scale (See below)
Applicant from categories 4 (Qualified or Experienced Nannies / Housekeepers/ Companions -Carers) leaves within <u>6</u> weeks	Free replacement, or refund minus percentage of invoice admin fee on sliding scale (See below)
Any Applicant leaves within a further 4 weeks of expiry of relevant guarantee period, (Cleaners exempt.)	20% discount on replacement Standard Placement Fee.

SLIDING SCALE OF ADMINISTRATION FEES:

WEEKS 1 – 2 refund of 75% of Invoice

WEEKS 3 – 4 refund of 50% of Invoice.

WEEKS 5 – 6 (IF APPLICABLE) refund of 25% of Invoice.

CONFIRMATION

(IF DOWNLOADED, TO BE SIGNED IN DUPLICATE, AND 1 COPY RETAINED BY CLIENT, TOGETHER WITH THE FEE STRUCTURE, TERMS AND CONDITIONS).

I confirm that I have read, understood and accept the Terms and Conditions and Fees.

I confirm that by asking Norma Lewis Domestic Staff Agency to search for, and submit, details of potential candidates, I am agreeing to these Terms and Fees.