



# RN Events - Corporate Client T&C's

(Updated April 2025)

These terms and conditions act as a legally binding contract between Rose Nannies Limited and the Client. Please read the following terms carefully - they must be signed on the booking form sent separately by Rose Nannies, and followed at all times when using Rose Nannies' services.

## 1- Event Services:

Rose Nannies provides child care services for corporate events, which may include but are not limited to:

- On-site childcare supervision.
- Activity planning and facilitation.
- Age-appropriate games, crafts, and entertainment.
- Qualified, experienced, and background-checked childcare providers.

## 2- Access to Venue:

For corporate events, we will require access to the venue at least 1 hour prior to the start of the creche service and approximately 1 hour after the creche ends. This is to allow for the setup and pack-down of the creche area. Additional access requirements may apply depending on your venue and event logistics.

## 3- Client Responsibilities:

- You are responsible for providing a safe, secure environment for the childcare service.
- You must ensure that all necessary permissions and safety measures are in place for children under our care.
- You must inform Rose Nannies of any special requirements, allergies, or medical conditions of children attending the event prior to the event day.
- You must provide a designated space for our childcare services to be set up, ensuring a safe and appropriate environment for children.

## 4- Check-In and Check-Out System:

If your event requires children to be left in our sole care, we will implement a strict sign-in and sign-out procedure for all children. A form containing each child's details and a parental contact will need to be completed either before the event (via email) or upon arrival at the creche. This form is essential to ensure the safety of each child during your corporate event. Rose Nannies will not be held liable for any information NOT disclosed by the parent/guardian at event drop-off.

## 5- Child-Nanny Ratios:

Rose Nannies maintains strict ratios to ensure children's safety and enjoyment during our creche service. Rose Nannies reserves the right to adjust staffing levels depending on attendance and needs on the day of the event. We will discuss your event's specific requirements and calculate the number of nannies needed. Please see the table below for our standard ratios:

Age Group	No. of Children	No. of Nannies
0-2 years	3	1
2-4 years	4	1
5+ years	6	1

## 6- Illness:

To ensure the health and safety of all attendees, Rose Nannies requires that any participant who has experienced symptoms of diarrhea or vomiting within 48 hours prior to an event refrain from attending. This rule is in place to prevent the spread of contagious illnesses. Participants must notify Rose Nannies if they have been affected and may be asked to reschedule or receive a refund. We reserve the right to modify or cancel events if needed, and all participants must follow any additional hygiene or safety measures put in place. By attending, participants acknowledge the risks associated with contagious illness and agree to comply with these guidelines, understanding that Rose Nannies is not liable for any illness contracted before, during, or after the event.

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## 7- Ages:

Our creche services are designed to cater to children from birth up to 12 years old. For corporate events, we can tailor the experience according to the specific age groups attending. If your event includes older children and teenagers, we can provide alternative activities such as movie nights, games consoles, team-building games and more, to ensure that all children are engaged and entertained.

## 8- Photographs:

We will never take photographs of children at your corporate event without written consent from a parent or guardian. Permission will be requested upon drop-off at the creche.

## 9- Payment Terms:

- A non-refundable deposit of 50% of the total event cost is due at the time of booking.
- Full payment must be received no later than 14 days before the event date.
- If the event is canceled within 14 days of the event, full payment will still be due.
- Payments can be made via bank transfer or cheque

## 10- Cancellation Policy:

We understand that plans may change. The deposit is non-refundable. If you cancel more than 14 days before the event, you will not be required to pay the remaining balance. However, if you cancel within 14 days of the event, you will forfeit the total amount paid. Rose Nannies reserves the right to cancel or modify the terms of service if necessary due to unforeseen circumstances or safety concerns, with full notification to the Client.

## 11- Liability Clause:

Should any liability arise from the actions of a nanny provided by Rose Nannies, due to false or incomplete information provided by the nanny regarding their suitability for the role, the client agrees to indemnify and hold Rose Nannies harmless from any related claims. Rose Nannies is not liable for any injury, loss, or damage that occurs outside the scope of our childcare services. While a member of the Rose Nannies staff team will usually be reachable by phone, there is no guarantee of this and the nanny(ies) booked are the point of contact during your booking. You must ensure that all children under our care are safely handed over to our staff at the beginning of the event and are collected promptly at the end of the event.

## 12- Mileage Costs:

Depending on the location of your corporate event venue, a travel charge may apply. This will be calculated at a rate of £0.45 per mile, or the cost of public transport fees, to cover travel to and from the venue. The mileage charge will be confirmed with your final quotation.

## 13- Fire & Emergency Procedures:

It is essential that Rose Nannies is provided with the venue's fire and emergency procedures, as well as any safety protocols or evacuation plans. Please ensure these are shared with us well in advance. To request a copy of our fire and emergency procedure, email [events@rosennannies.com](mailto:events@rosennannies.com).

## 14- Insurance:

Rose Nannies is fully insured through Morton Michel and Brunel Insurance Brokers. If you need further information on our policy details, please contact us at [events@rosennannies.com](mailto:events@rosennannies.com).

## 15- Travel:

Should your booking require Rose Nannies to travel outside of the UK, full accommodation and travel costs must be covered by the client. These costs will be confirmed at the time of booking.

16. Replacements: While Rose Nannies will endeavour to find a replacement in the case of injury or sickness pertaining to the booked nanny, there is no guarantee that this will be possible in every case. Should Rose Nannies be unable to provide a replacement for a booking, a full refund will be provided for any payment previously made.

17. Force Majeure Rose Nannies is not liable for failure to perform under this Agreement due to circumstances beyond our reasonable control, including but not limited to natural disasters, labor strikes, or any other unforeseeable event.

## Further Information:

If you have any questions regarding Rose Nannies, these terms and conditions, or would like to review any of our other policies, please contact us at [events@rosennannies.com](mailto:events@rosennannies.com). You can also visit our website at [www.rosennannies.com](http://www.rosennannies.com), where you'll find additional contact options.