



Parent Terms & Conditions

Hayz Family Co. • Thoughtful childcare & practical family support.

Contact

Hayz Family Co.
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07305643389

These Terms & Conditions set out the arrangements for bookings made with Hayz Family Co. By making a booking, the parent or guardian agrees to these terms.

1. Services

Hayz Family Co. provides flexible, practical support around family life, tailored to what each family needs.

- **Ad-hoc & Emergency Childcare:** Childcare provided in the family's own home. This may include ad-hoc, emergency or last-minute childcare where availability allows, evening childcare, school/nursery cover, and childcare while parents attend appointments, work or need some time to themselves.
- **Family Support:** Practical support around the home designed to take pressure off parents. This may include light household duties, washing and folding laundry, loading or unloading the dishwasher, tidying children's spaces, changing children's beds, organising toys and children's belongings, packing school/nursery bags, and general household organisation.

Family Support does not include cooking or meal preparation.

Hayz Family Co. does not provide school runs, school/nursery transport, or taking children to activities or appointments.

2. Booking & Availability

All bookings are subject to availability.

Ad-hoc and emergency bookings may be accepted at short notice where availability allows.

A booking is confirmed once the date, time, service and relevant information have been agreed.

Parents/guardians must provide accurate and up-to-date information relevant to the booking and the child's care.

3. Pricing

- **Childcare only:** £18 per hour.
- **Family Support only:** £18 per hour.
- **Childcare + Family Support together:** £20 per hour.

Minimum booking: 1 hour.

Bookings are charged in hourly blocks. For example, a booking of 1.5 hours is charged as 2 hours, and a booking of 2.5 hours is charged as 3 hours.

If a booking runs beyond the agreed end time, the next hourly block will be charged at the applicable hourly rate.

4. Payment

Payment is due at the end of each booking.

Payment can be made by bank transfer or cash.

The full amount due will be based on the agreed hourly rate and any additional hourly blocks incurred during the booking.

If payment is not made at the end of the booking, the outstanding balance must be paid within 24 hours.

Where payment remains outstanding after 24 hours, Hayz Family Co. reserves the right to pause or decline future bookings until the outstanding balance has been paid, request payment of the outstanding balance before accepting any further bookings, and take further reasonable steps to recover unpaid fees where necessary.

Repeated late or non-payment may result in Hayz Family Co. no longer accepting bookings from the family.

5. Cancellations

- **24 hours or more notice:** No cancellation charge.
- **Less than 24 hours' notice:** 50% of the booking fee will be charged.
- **Less than 12 hours' notice:** The full booking fee will be charged.

Parents/guardians should provide as much notice as possible if they need to cancel or change a booking.

6. Late Return Home

Parents/guardians are expected to arrive home at the agreed end time of the booking.

If a parent/guardian is late returning home, the booking will automatically continue into the next hourly block, and the additional hour will be charged at the applicable hourly rate.

- **Example:** If a booking ends at 5:00pm and the parent arrives home at 5:15pm, they will be charged for the next hour.

Parents should contact Hayz Family Co. as soon as possible if they know they are going to be late.

7. Provider Cancellation

If Hayz Family Co. becomes unavailable due to illness or unforeseen circumstances, the parent/guardian will be notified as soon as possible.

No charge will be made for a booking cancelled by Hayz Family Co.

Where possible, reasonable notice will be provided, although emergencies or unforeseen circumstances may mean this is not always possible.

8. Childcare & Safety

Parents/guardians must provide relevant information about allergies, medical conditions, medication, dietary requirements, additional needs, behavioural or developmental needs, and any other information necessary to keep the child safe.

The home should be reasonably safe and suitable for childcare.

Hayz Family Co. may decline or end a booking where there are serious safety concerns that cannot reasonably be addressed.

9. Illness

Parents/guardians should not arrange childcare where a child is unwell in a way that makes childcare inappropriate or unsafe.

Parents/guardians should inform Hayz Family Co. of any illness or contagious condition that may affect the booking.

Hayz Family Co. may decline or end a booking if a child becomes unwell and continuing the booking would be inappropriate or unsafe.

10. Emergency Situations

The safety and welfare of the child will always be the priority.

In an emergency, Hayz Family Co. may contact emergency services and the parent/guardian or nominated emergency contact as appropriate.

Parents/guardians should ensure emergency contact information is accurate and up to date.

11. Family Support & Household Duties

Family Support is intended to provide practical, light household support and is not a full domestic cleaning service.

Family Support does not include deep or heavy cleaning, hazardous cleaning, moving heavy furniture, outdoor maintenance, cooking or meal preparation, or tasks requiring specialist equipment or qualifications.

Any additional tasks should be discussed and agreed in advance.

12. Keys & Home Access

Any keys, access codes or other entry arrangements provided to Hayz Family Co. will be treated confidentially and used only for the agreed booking.

Parents/guardians should explain any relevant security arrangements, household instructions or access requirements.

13. Confidentiality & Privacy

Hayz Family Co. will respect the privacy of families and treat personal and household information confidentially.

Information may be shared where necessary to protect a child or person from harm, or where disclosure is legally required.

14. Safeguarding

The welfare and safety of children is a priority.

Any safeguarding concerns will be handled appropriately and may be reported to the relevant person or authority where necessary.

Parents/guardians agree to cooperate with reasonable safeguarding procedures.

15. Respectful Working Environment

Hayz Family Co. expects a safe, respectful and professional working environment.

Abusive, threatening, discriminatory or otherwise inappropriate behaviour will not be accepted.

Hayz Family Co. reserves the right to end a booking or decline future bookings where a safe and respectful working relationship cannot be maintained.

16. Information & Updates

Parents/guardians are responsible for keeping contact details, emergency contacts and relevant information about their child current and accurate.

Parents/guardians should inform Hayz Family Co. of any changes that may affect the safety or suitability of a booking.

17. Acceptance of Terms

By making a booking with Hayz Family Co., the parent/guardian confirms that they have read, understood and agreed to these Terms & Conditions.

Hayz Family Co. may update these Terms & Conditions from time to time. Parents/guardians will be informed of any significant changes.

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Please keep a copy of these Terms & Conditions for your records.