



## Nanny Referral Service Fees

All fees for nanny referral services provided by the Agency are as follows:

- **For one child (less than 20 hours per week):**  
The rate starts at **\$23 per hour**.  
For each additional child, the rate increases by **\$1 per hour**.
- **For one child (more than 20 hours per week):**  
The rate starts at **\$22 per hour**.  
For each additional child, there is a **\$1 increase per hour**.
- **Group or Church Events:**  
The rate is **\$24 per hour**.
- **Children with Special Needs:**  
The rate is **\$25 per hour**.
- **Travel Fee:**  
A **\$2.50 per mile** charge applies if the family requests travel during the shift.  
For trips over **20 miles and up to 40 miles**, a flat **\$80 per trip** fee applies.
- **Overnight Fee:**  
The fee for overnight shifts (8:00 pm to 6:00 am) is **\$165 per night**.
- **Short-Notice Service Fee:**  
A **\$25 per hour** fee applies for a short-notice request for one child.  
For each additional child, the fee increases by **\$1 per hour**.

*\*Note: One-time shift requests must be paid to the agency before the shift starts!*

- **Minimum Shift Duration:**  
We require a minimum shift duration of **four hours**.
- **Holidays :**  
The agency follows the official holidays and applies the following rates:
  1. **New Year's Eve** (December 31-January 1<sup>st</sup>) – **Rate: 2x regular rate.**
  2. **Labor Day** (First Monday in September) – **Rate: 1.5x regular rate.**
  3. **Independence Day** (July 4) – **Rate: 1.5x regular rate.**
  4. **Thanksgiving Day** (Fourth Thursday in November) – **Rate: 2x regular rate.**
  5. **Christmas Day** (December 25) – **Rate: 2x regular rate.**
  6. **Memorial Day** (Last Monday in May) – **Rate: 1.5x regular rate.**
  7. **Martin Luther King Jr. Day** (Third Monday in January) – **Rate: 1.5x regular rate.**
  8. **Veterans Day** (November 11) – **Rate: 1.5x regular rate.**
  9. **Easter Sunday** (Date varies) – **Rate: 2x regular rate.**
  10. **Good Friday** (Date varies) – **Rate: 1.5x regular rate.**

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## Payment and Cancellation Policy

- **Direct Payments to Caregivers:**  
Any payments made directly to the caregiver are considered tips. The Agency will still charge the hourly rate and is due for payment.
- **Cancellations:**  
The entire shift will be charged if the family cancels without at least **24 hours' notice** or returns home one hour or less earlier than scheduled.
  - **Example 1:**  
If a shift is scheduled from **8:00 a.m. to 5:00 p.m.** and the family cancels at **7:00 a.m.**, the entire shift will still be charged because the cancellation was made with less than 24 hours' notice.
  - **Example 2:**  
If a shift is scheduled from **12:00 p.m. to 5:00 p.m.** and the parent comes home at **2:00 p.m.**, the shift is paid until **2:00 p.m.** However, if the parent returns at **4:00 p.m.**, the shift will be paid until **5:00 p.m.** (the scheduled end time).
- **Cancellation Exception:**  
If the cancellation is due to a **health issue** of a family member or child, the cancellation policy may be waived.
- **Private Arrangements with Nannies:**  
Any private arrangements made directly with a nanny without the Agency's consent are prohibited and subject to a **\$1,500 charge**.

Should you have any further questions, please do not hesitate to contact us.

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## Contact Information

- **Maya Dyakova**  
PCEO  
Phone: (727) 291-3960  
Email: ourgoodnanny@gmail.com
- **Krystal Snavely**  
Direct Manager  
Phone: (727) 291-2136  
Email: ourgoodnanny1@gmail.com