

# Elizabeth Henry Nannies

## Elizabeth Henry Nannies: Terms and Conditions of Business

### 1. DEFINITIONS

'Agency' means Elizabeth Henry Nannies

'Candidate' means a person introduced by the Agency to the Client to be considered for an Engagement;

'Client' means any person, firm or corporation who approaches the Agency with a view to engaging or otherwise employing a Candidate or to whom a candidate is introduced by the Agency;

'Engagement' means the employment, hire or other use, directly or indirectly and whether under a contract of service or contract for services or otherwise, and on a permanent, temporary or other basis, of a Candidate by or on behalf of the Client;

'Introduction' means (i) the clients interview of a candidate in person or by telephone following the clients verbal or written instruction to the agency to search for a suitable candidate or (ii) the passing to the client by the agency via telephone, fax, e-mail, post or otherwise of a curriculum Vitae or other information which identifies the candidate;

'Month' means Calendar month;

'Scale' means the Agencies scale of fees in relation to Candidate in force from time to time (a copy of which may be obtained from the Agency on request);

'Vacancy' means the available position to carry out work for the Client notified by the Client to the Agency in respect of which the Candidate has been introduced;

'Week' means seven consecutive days.

### 2. GENERAL

The Agency is not an Employer of Childcarers but acts as an introduction agent of Childcarers to its clients.

### 3. THE CONTRACT

3.1 These terms of business constitutes the entire contract between the Client and the Agency and will be accepted or deemed to be accepted by the Client when an introduction takes place.

3.2 In the event of any conflict between these Terms and any other Terms and Conditions, these Terms shall prevail unless expressly otherwise agreed in writing.

### 4. SUITABILITY AND REFERENCES

4.1 The Agency will use reasonable endeavours to introduce a suitable Candidate to the Client to fill the Vacancy but cannot guarantee to find a suitable Candidate.

4.2 Whilst the Agency endeavours to take all reasonable care to interview Candidates, take up references, check for appropriate qualifications and criminal records checks and ensure the suitability of any Candidate introduced to the Client. The Client accepts that the Agency can give no warranty as to the suitability of the Candidate for the Vacancy. The Client must satisfy themselves to the overall suitability of any Candidate introduced. The Agency advises the Client to also verify references provided by the Candidate.

### 5. CLIENT RESPONSIBILITIES

5.1 The Client acknowledges that it is their responsibility to:

5.1.1 obtain any work and other permits; and ensure that the Candidate satisfied any medical requirement or other qualifications that may be appropriate or require by law.

5.1.2 Treat all information provided by the Agency as strictly confidential.

5.1.3 Inform the Agency immediately should the Agency introduce a Candidate whose details have already been introduced to the Client from a third party. If the Client fails to do so and an offer of Engagement ensues, the introduction fee will be payable by the Client to the Agency.

5.2 The Client will notify the Agency immediately an offer of employment is accepted by the Candidate or otherwise upon the commencement of and Engagement (whichever first occurs).

5.3 The Agency advises all Candidates to undertake a CRB Check. The Client will be held responsible should they decide to engage a candidate who does not hold a current CRB Disclosure or who is in the process of applying for a CRB Disclosure. The Agency will advise the client of the CRB status of each candidate.

- 5.4 pay any Income Tax and National Insurance liabilities or similar contribution in respect of the Candidate and agrees to indemnify the Agency against all demands for Income Tax, penalties and interest made against it in respect of the Candidate and against its costs in dealing with such demands.

## **6. FEES AND REFUNDS**

- 6.1 Fees are payable to the Agency in accordance with the following fee scale on confirmation of Engagement. The Client agrees to pay the appropriate Agency fee within 14 days of Invoice date, or prior to the commencement of the engagement, whichever first occurs. If settlement is not received within this time scale the replacement and refund provisions will not apply.
- 6.2 If the Client employs a Candidate on a temporary engagement and subsequently employs that Candidate on a permanent engagement within six months of the termination of the previous engagement the Agency reserves the right to charge a fee equivalent to the difference between the fee paid for the temporary and the fee payable for the permanent engagement.
- 6.3 When confirming Temporary or Maternity Engagements the Client is required to detail at the outset the length of Engagement. Fees will become payable upon confirmation of the start date of the Engagement and fees must be paid in full prior to the commencement of the Engagement. Should the Engagement be extended by the Client, or the Candidate's services be used again within 6 months of the termination of the previous Engagement, a further fee will be payable.
- 6.4 If the Client introduces any Candidate to another person which results in an Engagement by that person the Client shall immediately notify the Agency and pay to the Agency the appropriate introduction fee.
- 6.5 The Client will pay interest to the Agency on any amount due to the Agency, which is not paid within 14 days of the due date at the rate of 3% above the base rate of National Westminster Bank Plc.
- 6.6 Should the Candidate fail to take up the Engagement and full payment of the placement fee has been received in accordance with section 6.1 of the Agency's Terms of Business a full refund of the placement fee will be made to the client.
- 6.7 If an offer of engagement is made by the Client but is subsequently withdrawn 14 days or more prior to commencement of engagement for any reason the Client will pay to the Agency an administration fee of £150. Payment of the full fee is due where less than 14 days notice is given.
- 6.8 Should the Candidate in a permanent Engagement leave, or be asked to leave by the Client, within 6 weeks of the date of commencement of the Engagement except where the Candidate is made redundant (for reasons unconnected to a change in job description, unreasonable working conditions, change in working location not previously agreed, or failure by the Client to comply with current employment legislation) a replacement Candidate will be provided free of charge (Only one free replacement is allowed and the job specification must remain the same) The Agency will endeavour to find a replacement within 4 weeks. In the event that a suitable replacement Candidate cannot be found, 70% of the fee will be refunded within 3 weeks of commencement of employment and 50% within 6 weeks of commencement of employment provided that all clauses of these Terms and Conditions of Business have been adhered to by the Client. Where a replacement Candidates salary is less than or more than the original Candidates salary, the Agency fee will be adjusted accordingly. No replacement or refund is available under any circumstances where the Candidate leaves more than 6 weeks after the date of commencement of Engagement.
- 6.8.1 All instances of termination of an Engagement where a free replacement or refund is likely to be claimed must be notified in writing to the Company within three days of the termination of the Engagement. No refund or free replacement will be applicable if payment has not been received by the Agency in accordance with section 6.1 of the Agency's Terms of Business or if the Client is in breach of any other of the Company's Terms of and Conditions of Business. No refund is available where the Client does not request that a replacement if found or where the Client makes other arrangements during the period in which a replacement is being sought. Requests for replacements or refunds must be made within a 3 month period from the date of Termination of the Engagement. No requests for refunds will be considered where the Client has been unwilling to interview potential replacement candidates or has otherwise failed to co-operate in the replacement process.
- 6.8.2 No refund or free replacement will be applicable if the Client has failed to honour a previously agreed start date, or has prevaricated over the date to such an extent that the candidate has sought employment elsewhere.
- 6.8.3 No refund or free replacement will be applicable if the Client continues to retain the services of a Candidate they have advised the Company they have deemed to be unsatisfactory.
- 6.9 Should the Candidate in a temporary or maternity Engagement leave, or be asked to leave by the Client within the invoiced period (for reasons unconnected to a change in job description, unreasonable working conditions, change in working location not previously agreed, or failure by the Client to comply with current employment legislation) a pro-rata refund for each complete week not worked – subject to a maximum of 50% of the original invoice – will be made if a replacement cannot be found.

## **FEE STRUCTURE**

### **PERMANENT PLACEMENTS:**

The Length of Employment defines whether the position is permanent or temporary. 12 weeks or more constitutes a permanent placement and therefore the permanent fee supersedes the temporary rates.

FULL TIME / PART TIME PARENTS HELP: 3 TIMES NET WEEKLY SALARY (MINIMUM CHARGE OF £225)

FULL TIME / PART TIME NANNY: 3.5 TIMES NET WEEKLY SALARY (MINIMUM CHARGE OF £250)

NANNY SHARE – FULL / PART TIME: 4 TIMES NET WEEKLY SALARY (MINIMUM CHARGE OF £325) Fee will be split equally between the two families

**TEMPORARY PLACEMENTS:** (Regardless of hours subject to a maximum of £60 per week)

PER DAY £20 PER WEEK £60

EMERGENCY DAY CARE (Providing less than 48 hours notice) £25 PER DAY

**NIGHT NANNY / MATERNITY NURSE:** PER DAY / NIGHT £25 PER WEEK £80

IF THE CLIENT HAS ENGAGED A TEMPORARY NANNY/MOTHER'S HELP FOR A PERIOD OF 12 WEEKS OR MORE AND THEN EMPLOYS ANOTHER NANNY/MOTHER'S HELP IN A PERMANENT CAPACITY THE PERMANENT FEE WILL PAYABLE PER EMPLOYEE.

## **7. LIABILITY**

The Agency shall not be liable under any circumstances for any loss, damages, cost expenses, compensation, (whether direct, indirect or consequential) suffered or incurred by the Client and which arise from or are connected with the introduction or seeking of a Candidate the engagement of a Candidate by the Client or from the failure of the Agency to introduce a Candidate. This does not include liability for death or personal injury arising from the Agency's negligence.

## **8. MISCELLANEOUS**

8.1 The Agency reserves the right to review and to revise these Terms without prior notice.

8.2 These Terms shall be governed by and construed in accordance with the laws of England and Wales.

Data Protection – We may contact you from time to time about the range of services we provide. Please advise us if you do not wish us to do this. We will never pass your details to any third party for marketing purposes.

**I have read this form in the Knowledge that in doing constitutes acceptance of Elizabeth Henry Nannies Terms of Business and Fee Structure and agree to be bound by them.**