



TERMS OF OUR SERVICES

All our nannies are professionally trained to meet the highest standards in child care for newborns up to 12 years old.

All our nannies have experience caring for children and are certified in CPR and basic first aid.

The nanny service is provided at the client's location, including private homes, hotels, resorts, or other accommodations, as long as the property or establishment is covered by a valid liability insurance policy.

If the service involves activities or excursions requiring the nanny and child to leave the primary location (home, hotel, resort, etc.), the destination and transportation used (cars, buses, boats, aircraft, etc.) must have valid liability insurance coverage.

During the service, the nanny will be responsible for all child care activities as directed by the parents or legal guardians, provided these instructions do not compromise the safety of the nanny or the children. Some of the nanny's responsibilities include:

- A. • Feeding the children:** Following the parents' or guardians' instructions regarding meal times, portion sizes, and types of food.
- B. • Maintaining children's hygiene:** Changing diapers or assisting with bathroom needs, cleaning, bathing, sanitizing hands after activities, and ensuring children brush their teeth or supervising them while they do. These tasks will be performed according to the parents' or guardians' preferences.
- C. • Ensuring proper rest:** Following sleep schedules as directed by parents or guardians, including supervising nap times and bedtime.
- D. • Organizing games and activities:** Providing entertainment and educational experiences in a safe, ethical, and responsible manner, promoting creativity and exposure to nature and Costa Rican culture.
- E. • Constant supervision and care:** Ensuring the child's safety and well-being from the start of the service until they are responsibly handed back to their parents or guardians.

The nanny **will not** provide medical care such as administering injections or medications.



OUR POLICIES

- Each service has a predetermined number of hours.
- If the service exceeds the agreed hours, an additional charge will apply after the first 10 extra minutes.
- A 13% VAT tax applies to all services and will be added to the total cost.
- A **24-hour cancellation policy** applies to all services. Cancellations made less than 24 hours before the scheduled service will incur a **100% cancellation fee**.
- Each service includes care for up to **three children**, provided they are at least **three years old** and remain within the same physical space.
- The nanny must stay with the children at all times in the same location. The service **cannot** be split across different rooms or areas, nor can the nanny supervise children separately.
- If a parent or guardian authorizes a child to leave the designated space, the nanny will **not** be responsible for that child.
- If a child is between **6 months and 3 years old**, the nanny may care for a **maximum of two children** at a time.
- **Children under 6 months** require exclusive one-on-one care due to their specific needs.
- The names of all children under the nanny's care must be included in this document. If additional children need care at the last minute, a new service request form must be completed and signed, provided the total number of children does not exceed three.
- For reservations made at least **7 days in advance**, Pacific Childcare will strive to assign the same nanny for all requested services, but this **cannot be guaranteed**.
- If the service request form is not completed and signed **at least 4 hours before the start of the service**, the service will be canceled, and a **100% cancellation fee** will apply.