

Hopes and Dreams
Nanny and Babysitting Agency



Hotel Service Information
April 2011 – March 2012

Bookings: 020 7833 9388

Email: babysitters@hopesanddreams.co.uk

Hopes and Dreams Babysitting Service

Hotel Booking Information

Hopes and Dreams Nanny and Babysitting Agency have an excellent reputation for providing a first class hotel babysitting service for the UK's leading hotel groups.

Hopes and Dreams supply professional nannies and babysitters for both day and evening work. We ensure an exclusive service by personally interviewing and reference checking each member of staff. A detailed profile of each member can be provided prior to appointment. Security is of paramount importance to us and we work very closely with the hotel to ensure the highest standards are maintained at all times.

Please book your sitter through the Concierge or Housekeeping Department. Sitters can often be appointed at short notice, however, it is preferable for as much notice as possible to be given, especially at weekends and public holidays.

We recommend that professional nannies care for the under 2 year olds and professional babysitters for the over 2 year olds age group.

Booking Information

Booking can be made through our office by telephone, on [020 7833 9388](tel:02078339388), out of office hours, at weekends, public holidays, please telephone us on [07702 313729](tel:07702313729). Sitters can be found at short notice, but it is preferable for as much notice as possible to ensure we find the right person for your needs.

We always recommend a professional nanny for children under the age of 2 years.

Important Information

Please ensure that you provide a meal for your sitter if the booking exceeds 5 hours.

Sitters will arrive ten minutes early to discuss your requirements and any special instructions. Please give them as much information as possible to assist with your needs. It would also be helpful if you could provide them an approximate time of return, and let them know if you will be delayed.

Please ensure you leave at least 2 contact telephone numbers with the sitter in case of an emergency.

Fees

A £17 booking fee is payable to the Babysitting Agency for each assignment with a minimum charge of 4 hours. This will be retrieved from your credit card the day your booking is confirmed. The difference (extra hours and taxi cost) will be charged to your card on completion of the booking. **Please note a 3.35% charge will be added to the total bill if American Express is used.**

Invoices will be sent the following day. **Sitters do not accept cash payment for the assignment.**

	<u>Nannies</u>	<u>Babysitters</u>
<u>Monday to Friday</u>		
8am – 7pm	£13.50 per hour	£10.50 per hour
7pm – finish	£15.00 per hour	£11.50 per hour
<u>Saturday and Sunday</u>		
8am – 7pm	£15.50 per hour	£12.00 per hour
7pm – finish	£16.50 per hour	£13.50 per hour

Booking Confirmation

We will confirm the booking as soon as a babysitter or nanny has been appointed, either by telephone, fax or email.

Cancellations and Alterations to Bookings

A full 24 hours notice is required (48 hours for Bank and Public Holidays). Failure to do so will result in the minimum 4-hour charge plus the £17 booking fee. For cancellations with more than 24 hours notice, the four hours minimum charge will be refunded within 14 days of cancelling the booking. Please note the booking fee is not refundable.

Contact Numbers

Please ensure that you leave at least two contact numbers with your sitter, in case of emergency. One of these should be your mobile number.

Travelling Expenses

Our sitters are responsible for their own travel to and from the hotel before 11pm. For **bookings finishing at 11pm or thereafter**, or in cases where there is no reasonable public transport, sitters are asked to take a taxi to ensure their safe journey home. This cost which usually will not exceed £30 will be added to the final babysitting charge, an estimate can be quoted on confirmation of the babysitter assigned.



Montessori Nursery School

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Website: www.hopesanddreams.co.uk

Telephone: 020 7833 9388

Fax: 020 7837 5517

Nanny and Babysitting Agency

Email: babysitters@hopesanddreams.co.uk

Website:

www.hopesanddreams.co.uk/babysitters

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