NANNY BEST MATCH

Terms & Conditions

Terms for introductions, placements, consultations and contract guidance.

Last updated: 25 September 2026

A clear working relationship begins with clear expectations.

1. Scope and acceptance

These Terms & Conditions apply whenever a family, parent, nanny or other client asks Nanny Best Match ("NBM", "we", "us") to provide an introduction, placement service, consultation or contract guidance. By registering, instructing us, booking a paid service or engaging a candidate introduced by us, you agree to these terms.

A "Client" is the person or family using our services. A "Candidate" is a nanny or childcare professional introduced to a Client. An "Engagement" includes employment, self-employment where lawful, temporary work, babysitting, a trial or any other paid arrangement.

2. Our services

We take reasonable care to understand the role and introduce candidates whose stated experience, availability and preferences may suit it. Matching considers practical requirements as well as values, routines, communication and working style. We may interview candidates and review information such as identity, right-to-work evidence, references, Enhanced DBS status and Paediatric First Aid certification.

Information supplied by a Client, Candidate, referee or third party may change or be incomplete. An introduction is not a warranty that a candidate is suitable, and we cannot guarantee that a search will produce an introduction or placement within a particular time. The Client remains responsible for interviews, decisions and final pre-employment checks.

3. Client responsibilities

The Client must give accurate and complete information about the role, children, location, schedule, duties, pay, household, pets and any health, safety, cultural or religious requirements relevant to the work. Material changes must be given to us promptly.

The Client must treat candidates fairly and lawfully, keep candidate information confidential, provide a safe working environment, pay agreed trial or work hours directly to the candidate and tell us promptly if an introduction leads to any Engagement.

4. Candidate responsibilities

Candidates must provide accurate and current information about identity, immigration and right-to-work status, qualifications, experience, references, Enhanced DBS status, Paediatric First Aid, availability and any matter that could affect suitability for a role. Candidates must tell us promptly if relevant information changes or if they accept, decline or leave a role introduced by us.

Registration and consultation do not guarantee work. We recruit for each family's needs and may speak with more candidates than there are available roles.

5. Fees, payment and cancellations

Current fees are set out in the Fee Schedule. The GBP 100 family registration fee is credited in full towards a permanent placement, leaving GBP 1,100 to pay from the GBP 1,200 total. Placement fees are due when the Client confirms an Engagement or on any earlier due date stated in the written placement confirmation.

A temporary search fee is payable before we begin contacting candidates: GBP 40 for childcare required for one or two days, or GBP 100 for a temporary placement of three days or more. The search fee covers taking and assessing the brief, checking availability, contacting candidates and coordinating potential introductions. It becomes earned and non-refundable once search work has begun, whether or not a placement is completed, subject always to the Client's mandatory consumer rights.

If a placement is made, the family registration or temporary search fee is credited in full towards the applicable placement fee. NBM may, at its sole discretion, apply an unsuccessful search fee as credit towards another temporary search requested within three months, but this is not guaranteed.

Temporary placement fees are charged according to the agreed booking period. If a temporary Engagement is extended or becomes permanent, the applicable additional fee will be confirmed before the change. Candidate salary, trial hours, tax, National Insurance, pension, payroll, insurance, expenses and other employment costs are separate.

Where the Client asks us to begin during any statutory cancellation period, the Client expressly requests immediate performance. Any cancellation rights and charges for work already supplied will apply in accordance with consumer law. Consultations and guidance are payable when booked. A completed or missed appointment is non-refundable unless we agree otherwise. Reasonable notice is required to reschedule. If a parent upgrades from one consultation to a three- or five-session package, the amount already paid is deducted and only the difference is due.

6. Introductions and direct engagement

An introduction occurs when we provide identifying information about a Candidate, arrange contact or interview, or otherwise bring the Candidate and Client together. If a Client engages a Candidate introduced by us - directly, through another person or business, or for a different role - the relevant NBM fee is due. The Client must not share candidate details beyond those genuinely involved in the hiring decision.

Any replacement support will be described in the written placement confirmation. It may depend on fees having been paid on time, the original role and terms remaining materially unchanged, and both parties having been treated lawfully and fairly. Unless confirmed in writing, no refund or replacement guarantee applies.

7. Employment and legal responsibilities

Unless explicitly agreed otherwise in writing, NBM is an introduction and consultancy service and is not the employer of a Candidate. The Client is responsible for confirming the lawful basis of the working arrangement and, where the nanny is an employee, for a compliant contract or written statement, right-to-work checks, PAYE, National Insurance, pension duties, paid holiday, insurance, payslips, statutory payments and all other employer obligations.

Trials must be agreed in advance and paid directly to the Candidate at the agreed rate. The Client should take independent payroll, tax or legal advice where needed.

8. Consultations and contract guidance

Parent consultations, career consultations and Quick Question support provide practical, experience-based guidance. Results depend on personal circumstances and implementation; we do not promise a particular parenting outcome, interview result, offer or job.

Career support may cover a nanny's CV, profile, market approach, interview preparation and professional confidence. It is not a promise that NBM or another agency will place the Candidate.

Contract guidance helps families and nannies identify and record practical terms such as hours, gross pay, duties, holiday, sickness, expenses, travel, confidentiality and notice. It is not legal, tax or payroll advice and does not replace advice from a qualified professional.

9. Data protection and confidentiality

We handle personal information for recruitment, introductions, consultations, administration and safeguarding-related checks in accordance with applicable UK data protection law. We share information only where reasonably necessary and with an appropriate lawful basis. Clients and Candidates must keep information received through NBM confidential and use it only for the relevant search or Engagement.

We ask candidates about Enhanced DBS status at registration but do not request upload of the full certificate at that first stage. The Privacy Notice published on our website should be read alongside these terms.

10. Liability

Nothing in these terms limits liability that cannot lawfully be limited, including liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation. Subject to that, NBM is not responsible for acts, omissions, losses or disputes arising from an Engagement, employment relationship, inaccurate third-party information or a decision made by a Client or Candidate.

To the fullest extent permitted by law, our total liability connected with a paid service will not exceed the fee paid to NBM for that specific service. We are not liable for indirect or consequential loss, loss of income, opportunity or reputation.

11. Complaints, changes and governing law

Please raise concerns promptly so that we can try to resolve them fairly. We may update these terms for future registrations or bookings; the version supplied or published when a service is booked will normally apply to that service. If one provision is unenforceable, the remaining provisions continue.

These terms and any dispute arising from them are governed by the law of England and Wales, and the courts of England and Wales have jurisdiction, subject to any mandatory consumer rights.

FEE SCHEDULE

Current service fees

All prices shown are current Nanny Best Match service fees. Candidate salary, trial hours and employment costs are separate.

Family registration Credited towards permanent placement.	GBP 100
Permanent placement GBP 1,100 remains after registration.	GBP 1,200
Temporary search - 1-2 days Payable before search; credited towards placement.	GBP 40
Temporary search - 3+ days Payable before search; credited towards placement.	GBP 100
Temporary placement - daily Each full or part day.	GBP 40/day
Temporary placement - weekly Booked by the week.	GBP 150
Temporary placement - monthly Booked for up to one month.	GBP 350
Quick Question by email One focused parenting question.	GBP 20
Parent consultation One 45-60 minute consultation.	GBP 95
Parent support - 3 sessions Previous single-session payment deducted.	GBP 250
Parent support - 5 sessions Previous single-session payment deducted.	GBP 400
Nanny career consultation One 45-60 minute consultation.	GBP 60
Contract guidance Included with permanent placement.	GBP 120

Fee credits: family registration and temporary search fees are deducted in full from the applicable placement fee when a placement is made. Search fees become earned once search work begins. Consultation upgrades: the amount already paid for a single parent consultation is deducted from the package price.

These terms record Nanny Best Match's current service arrangements. Independent legal advice should be taken where appropriate.