

Terms and Conditions

Booking & Payment

- Over 5 hours

Bookings of over 5 hours (€100) must be paid for in advance. 20% of the value is due upon booking as a booking fee and to reserve the dates and times you have selected. The remaining 80% is due 8 weeks before the first day of your booking. Should you need to cancel your booking neither of these payments are refundable. It is your responsibility to ensure sufficient insurance is in place in order for you to recuperate the cost of your booking. Chatel Childcare is able to provide documents proving proof of booking for insurance purposes.

Prices are in euros and full payment amount must be paid in euros to the French bank account found on your booking form. The customer is responsible for any additional bank charges relating to making a payment into a French bank account.

- Under 5 hours

Bookings of under 5 hours (€100) can be made via text, email or phone contact. Payment is due at the end of the childcare booking. Payment can be made in cash or bank transfer. Cancellation within 48 hours prior to the start of the booking incurs a €30 cancellation fee.

Data collection

Please read our Data Protection document to understand how and why data is collected.

It is essential that all information provided on your booking form is accurate particularly that children's health conditions are fully disclosed.

Health

It is essential that Chatel Childcare are made aware (via the booking form) of any long-term health conditions in order that we can safely care for your children. We reserve the right to cancel any bookings where information has been withheld which could lead to danger of injury to either the children or the nanny.

If your child has become ill in the run up to your holiday, most conditions will not affect the ability of Chatel Childcare to provide care for your children. Please contact Chatel Childcare at the earliest point possible to discuss any contagious conditions. Chatel Childcare reserve the right to refuse care if a child to be cared for has a contagious illness in the run up to or during your holiday.

In light of the Covid 19 outbreak, any child with a high temperature, persistent cough or unexplained rash will unfortunately be refused care unless a recent negative Covid test is provided. This is necessary to protect myself and other families.

Cancellations & Refunds

Neither your booking fee nor the holiday balance are refundable should you cancel for any reason.

It is the responsibility of you, the client, to ensure sufficient insurance is in place to cover cancellation.

Chatel Childcare is a fully registered French business and as such can provide cancellation documents which you can use to claim for money back via your insurance company.

Insurance

Chatel childcare is fully covered by French public liability insurance. Children must be covered by travel insurance. If an accident or injury occurs in which Chatel Childcare is not at fault then any expenses incurred will need to be recovered through the child's insurance policy.

Any damage caused by your child within your accommodation is not the responsibility of Chatel Childcare.

Damage caused to electronics and other belongings by your child is not the responsibility of Chatel Childcare.

Childcare

Childcare can be provided between the hours of 08:30 and 00:00 with a maximum session time of 9 hours. Under special circumstances (eg. New Years Eve) these hours can be extended but only with prior agreement.

Childcare is charged at €20 per hour for up to 2 children. An extra €5 per hour is charged per additional child. Where all children are siblings, the third child will not be charged as extra.

During peak season weeks only a minimum 50 hour booking will be accepted. Peak weeks 2020-21 are 27th Dec- 2nd Jan, 16th- 22nd Feb, 29th-4th April, 5th-11th April, 12th- 18th April.

If you are unhappy with any aspect of the childcare being provided please raise this at the earliest opportunity.