# ROATÁN VACATION NANNY

TERMS, CONDITIONS & CANCELLATION AGREEMENT

**Your Vacation. Their Care.**

Parent/Guardian: _____

Child/Guest(s): _____

Service/Package: _____

Service Date(s): _____

Start / End Time: _____

Hotel / Resort / Villa: _____

Nanny Assigned: _____

## 1. BOOKING & PAYMENT

A booking is confirmed when the required payment or deposit is received. The client agrees to pay all applicable service fees, additional hours, approved transportation/activity costs, and other charges agreed upon. Extra hours are billed at the applicable hourly rate.

## 2. CLIENT RESPONSIBILITIES

The parent/guardian must provide accurate information about the child(ren) or senior guest, including allergies, dietary needs, medications, routines, nap/bedtime, feeding schedule, mobility concerns, emergency contacts, and other information relevant to safe care.

## 3. SCOPE OF CARE

Childcare and Senior Companion Care are intended for supervision, companionship, activities, outings, and vacation support. Senior Companion Care is non-medical and is not a substitute for nursing, medical treatment, or emergency services. A nanny may decline a task reasonably believed to be unsafe or outside the agreed service.

## 4. CANCELLATION POLICY

| Cancellation timing | Policy |
|---|---|
| 72+ hours before service | Full refund of eligible prepaid service fees, less any disclosed non-refundable booking/processing fees. |
| 24–71 hours before service | 50% of the service fee is refundable, or the booking may be transferred once to another available date. |
| Less than 24 hours / no-show | Prepaid service fee is non-refundable. |
| Company cancellation | Full refund for unavailable service, or rescheduling by agreement. |

*This cancellation schedule is a proposed business policy. Review it for compliance with applicable Honduran law, your booking platform, and payment processor rules before publishing.*

## 5. CHANGES & LATE ARRIVALS

Changes to date, time, location, number of children/guests, or requested services depend on availability and may change the fee. Client-caused delays or late pickup/end of service may be billed at the applicable hourly rate.

## 6. EXCURSIONS & WATER ACTIVITIES

For beach, cruise, excursion, pool, boating, or other activities, the parent/guardian must disclose relevant risks and provide required safety equipment. The nanny may decline an activity reasonably considered unsafe. Third-party admission and activity costs are the client's responsibility unless otherwise agreed.

## 7. EMERGENCIES

In an emergency, the nanny may contact the parent/guardian and appropriate emergency services and seek urgent assistance when reasonably necessary. Current emergency contacts and important safety information must be provided before care begins.

## 8. PRIVACY & PHOTOS

Client and child information will be treated respectfully. Photos or videos of children will not be used for marketing without separate parent/guardian permission. Clients agree to remain reachable during service or provide an alternate emergency contact.

## 9. ACKNOWLEDGMENT

By signing below, I confirm that I have read and understand these Terms, Conditions & Cancellation Agreement. I confirm that the information I provided is accurate and agree to the applicable charges and cancellation policy. I understand that Senior Companion Care is non-medical companion support.

Parent/Guardian Signature: _____ Date: _____

Nanny/Representative: _____ Date: _____