



GENERAL TERMS AND CONDITIONS

of **Susie's Childcare s.r.o.**
effective as of 01/02/2026

To define our mutual rights and obligations arising in connection with the ordering and provision of childcare services via the website www.susies.cz (hereinafter referred to as the "Website"), we hereby issue these General Terms and Conditions (hereinafter referred to as the "Terms").

The Website operator and service provider is **Susie's Childcare s.r.o.**, Company ID: 23050772, with its registered office at Branická 1573/114, Prague 4 – Braník, registered in the Commercial Register maintained by the Municipal Court in Prague, Section C, File 420594, contact email: info@susies.cz, phone: +420 607 444 012 (hereinafter referred to as the "Provider").

I. Introductory Provisions

1.1 The Provider arranges and provides childcare services based on the Client's order, through its employees or contracted collaborators (hereinafter referred to as "nannies").

1.2 The Client acknowledges that the contractual relationship is always established between the Client and the Provider. Nannies do not act in their own name and the Client does not enter into any separate agreement with them.

1.3 These Terms govern in particular the mutual rights and obligations related to ordering services, their provision, payment terms, cancellations, liability, and other related matters.

1.4 These Terms shall not apply where an individual agreement has been concluded between the Provider and the Client governing a different scope of services, particularly for childcare at events, conferences, or long-term arrangements resembling employment.

II. Service Order and Formation of Contract



2.1 The Client orders services via the booking system available on the Website or by other means provided by the Provider.

2.2 By submitting an order, the Client confirms that they have read and agree to these Terms.

2.3 The contractual relationship is established upon confirmation of the booking by the Provider, including automated confirmation via the booking system. The Provider may condition confirmation on fulfillment of payment or other requirements.

2.4 Booking Confirmation Conditions

The Provider is entitled not to confirm or to cancel a booking, particularly if:

- payment has not been made within the required deadline,
 - the Client does not have a valid payment card stored (if required),
 - membership conditions are not met (if applicable),
 - other serious operational or safety reasons arise.
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2.5 One-Off Babysitting

- Payment must be made in advance, no later than 24 hours before the service (unless stated otherwise).
 - Alternatively, the Provider may allow booking with a stored payment card for automatic charge.
 - If conditions are not met, the booking may be cancelled.
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2.6 Regular Babysitting

Provision of services may be conditional upon:

- active membership,
 - sufficient prepaid credit,
 - or a valid stored payment card.
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2.7 Membership



- Membership fees are charged as recurring payments.
 - Payments are processed automatically according to the selected plan.
 - Membership continues until cancelled by either party.
 - Alternative payment methods may be allowed at the Provider's discretion.
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2.8 Pay-as-you-go

For non-members, a one-off booking fee may apply per booking according to the current price list.

III. Service Price and Payment Terms

3.1 Prices are set according to the current price list published on the Website.

3.2 Prices may vary depending on:

- type of service,
- duration,
- number and age of children,
- language requirements,
- timing,
- and other individual factors.

3.3 The Provider may change the price list; the price valid at booking confirmation applies.

3.4 Surcharges

Additional fees may apply for:

- night services,
 - public holidays,
 - special dates (e.g. New Year's Eve),
 - urgent or non-standard requests.
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3.5 Overtime

- Any extension beyond booked time is charged per started hour.
 - Default rate: 1.25× the standard hourly rate.
 - Payment may be charged automatically, invoiced, or paid in cash.
 - Continuing service implies consent to increased price.
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3.6 Payment Methods

Preferred methods:

- card payment via the system,
- bank transfer based on invoice.

Other methods may be allowed individually.

IV. Cancellation Policy

4.1 The Client may cancel a booking via the system, email, or another verifiable method.

4.2 Cancellation fees depend on timing:

- **48+ hours before:** no fee
 - **24–48 hours before:** up to 50%
 - **<24 hours or no-show:** 100%
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4.4 Specific Situations

Also considered cancellation if:

- client fails to cooperate,
 - environment is unsafe,
 - child is ill or suspected ill (without prior notice),
 - provided information is false or incomplete.
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4.5 Exceptional Situations

The Provider may terminate the service if:

- safety is compromised,
- inappropriate or aggressive behavior occurs.

If not caused by the Client → replacement or refund may be offered.

If caused by the Client → no refund.

V. Service Provision and Client Obligations

5.1 The Provider ensures staffing via a nanny.

5.2 The nanny may be replaced if necessary.

5.3 Minimum Duration

Minimum service: **3 hours** (unless agreed otherwise).

5.4 Client Cooperation

The Client must:

- provide accurate and complete information (health, allergies, etc.),
 - ensure a safe environment,
 - remain reachable during service.
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5.5 Scope of Nanny Responsibility

- Nannies provide standard childcare.
- They are **not medical professionals**.
- First aid training does not equal healthcare provision.



5.6 Client Instructions

- Nannies follow reasonable instructions.
- They may refuse unsafe or unlawful instructions.

VI. Liability and Complaints

6.1 The Provider is responsible for staff selection and organization.

6.2 No liability for:

- incorrect or incomplete client information,
- unsafe environment not disclosed.

6.4 Limitation of Liability

No liability for:

- unforeseeable events,
- sudden health issues,
- consequences of client instructions.

6.5 Complaints

- Must be submitted without undue delay.
- Preferably in writing (email).

6.6 Complaint Resolution

If justified, the Provider may offer:



- replacement service,
 - replacement nanny,
 - partial refund.
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6.7 Insurance

- The Provider holds liability insurance.
 - Claims are subject to insurer conditions.
 - Insurance does not guarantee automatic compensation.
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VII. Non-Solicitation of Staff

7.1 The Client agrees not to employ or contract any nanny introduced by the Provider during cooperation and for **12 months after**.

7.2 The Client must not pay the nanny directly outside the system.

7.3 Direct cooperation is possible only with prior written agreement and fee.

7.4 Breach penalty: **50,000 CZK per violation**.

7.5 This does not limit the right to claim damages.

VIII. Final Provisions

8.1 Governed by Czech law (Civil Code No. 89/2012 Coll.).

8.2 Severability

Invalid provisions do not affect the rest.



8.3 Amendments

The Provider may modify these Terms.

8.4 Website Liability

No liability for third-party interference or misuse.

8.5 Effectiveness

These Terms are effective from **01/02/2026**.