

Q: Why do you charge Subscriptions/ Express booking fees?

A: Some families may use the platform every week, others may only need NannyTap 4 or 5 times a year. We provide two options for parents. A subscription & Express booking, our subscription covers the cost of attracting, interviewing and checking sufficient child carers to provide a reliable platform. Product & technology: Continuously improve the platform with new features and better stability as we grow and develop. For child carer's we charge a subscription fee, as part of your fee you will have opportunities for training and further professional development

Q: How is the child carer paid for their time?

A: It is your responsibility to pay your child carer for their time at the end of the booking. NannyTap, is not responsible for paying the child carers. We are a subscription based APP and take a small fee from the Express booking option only. We suggest that you discuss on bookings how you both want to pay & receive money. (cash/bank transfer/paypal)
Not all Child Carers are able to accept Childcare vouchers or Child Tax Credits as payment (only OFSTED registered child minders/Nannies can accept)

Q: I have some uncertainty about leaving my children with someone I don't know, wouldn't you?

A: Yes, many parents have these feelings when they leave their children with a new Child Carer they don't initially know. This is a perfectly normal feeling when leaving your children and would also be felt in similar situations at a playgroup, Nursery or School setting. Our NannyTap members have chosen to work with children because they love and enjoy what they do. Each NannyTap member will state on their profile for an agreed meet up, if you so request. They will arrive with photo ID and will show any documentation you wish to see with your own eyes.

Q: What type of childcare does NannyTap offer?

A: Our NannyTap members are available for daytime/evening, weekday/weekend for all your childcare needs. Life is not always run 9-5 and Childcare arrangements can let you down. There are times you may need to attend an appointment, meeting, function, or school is closed for an inset day. Many parents want and need a flexible service, particularly useful during school holidays and as emergency cover when other childcare arrangements fail. (grandparents /family not available or your child is unwell and cannot attend school/nursery).

Q: Can I have the same Child Carer each time I book?

A: Yes, NannyTap App offers the option for you to favourite your preferred child carers. You can check their profiles, immediately and see their most up to date availability. Many of our child carers have commitments with work, studies or families and it may not always be possible to select the same child carer on every occasion. It is a good idea for parents to favourite two or three carers who can be reached and make their bookings quicker and smoother.

Q: How do you vet the Child Carers?

A: All members are approved child carers, aged 18+, Qualified or working towards with childcare experience. We require everyone to be on the DBS Update service or hold a DBS certificate and safeguarding trained. Each member will go through a process where they are verified on the DBS update service or show their current Valid DBS certificate. show proof of

ID, have an interview via telephone video call or webcam. Each profile has the opportunity for both child carers & parents to leave reviews, giving trust and transparency.

Q: Can you provide care for my child who has special needs?

A: Yes, some of our child carers have special needs experience. This will be displayed by the Badge (SEN) on their profile. The child carers will write details of their work experience too, if you want more particular /specific information regarding special needs, please ask the child carer, via message, during meet n greet.

Q: Are NannyTap Child Carers insured?

A: Some of our members will be insured and some may not. We do suggest they have it to insure cover in the unlikely event of any accidental damage or injury caused by a child carer during your booking.

Q: Can I cancel my membership at any time?

A: Of course - you can cancel your subscription any time simply email a cancellation request, by clicking [here](#). Monthly payment for subscription is taken up-front. This means that when cancelling in-month, you still get access to the service until the end of your next billing cycle. At which point your subscription will stop and you'll no longer be charged.