

Cancellation Policy

For Member Families:

There are occasions when member families may need to cancel their booking, this can be done through the bookings on their profile page.

What happens then?

If this happens, head office will send an email to both the member family and allocated babysitter to update both parties of this cancellation. We request that all our babysitters check your emails regularly. We understand that this can be disappointing for the babysitter but we will let them know if there are any other bookings available for them to take up. Member families will not be expected to pay the babysitter for this booking (if notice is provided), and no booking fee will be charged if provided with 4 hours.

What if the babysitter arrives for the booking?

The situation will depend upon if the babysitter has completed their courtesy call 2 hours before the booking start time.

If contact is made and the member family confirm that they still wished the babysitter to attend for the booking but then cancel upon their arrival the member family will be required to pay the babysitter for the minimum booking fee of 3 hours.

If however the babysitter did not complete the courtesy call the member family is not obliged to pay the babysitter for the booking as they were not offered the chance to cancel earlier with via telephone. The member family will however still be charged for the booking fee if the booking is not cancelled prior to our 4 hour notice point.

For Babysitters:

It is important that when a babysitter accepts an assignment they keep to this wherever possible. We do understand however that there are times when this is not possible and things come up.

How do I cancel?

If this happens the babysitter will need cancel their booking through the online profile on the booking page. This can only be completed with 6 hours notice. If the booking needs to be cancelled with less notice the babysitter will need to contact the head office to enable us to send out the booking to another babysitter and ensure that our member family's request has been fulfilled where ever possible.

If we are unable to find an alternative babysitter for the member family's booking there will be no charge for this. It is very rare however if this happens twice for a member family, as an apology there will be no charge for their next booking.

What if the babysitter is ill?

If you are unwell please try to keep the booking anyway, please only cancel your booking if you are suffering from illnesses such as vomiting/diarrhoea, or have a doctor's note to recommend you not to work.

We need committed and reliable sitters for our service therefore if you cancel 3 bookings in a row, your registration with SafeCircle will be reviewed and possibly terminated.