

Introduction:

Whilst SafeCircle's Assurance Framework ensures that all of our babysitters are capable, and engaging childcare professionals, we also understand that families have different needs and which may mean that they wish to meet and discuss such with potential babysitters. This is why we have set up our Virtual Meets to allow families meet with local sitters and our team to discuss your requirements and ensure that this is a positive match.

Aims and Objectives:

The aim of the Virtual Meets Policy is to clarify, how our Virtual Meets works, the benefits of these and how to book a Virtual Meet with a sitter.

The Benefits of a Virtual Meet:

Our Virtual Meet option is a fantastic opportunity for you to find out more about the babysitters skills and experience and ask any questions you have about the service. This also gives you an opportunity to see how they engage and interact with your children and feel secure in their capabilities. The Virtual Meet allows for you to discuss your families individual needs and requirements to ensure that you feel confident that the sitter is able to meet these.

How to request a Virtual Meet with a sitter:

If you would like to book a Virtual Meet with a sitter you are considering for your My Sitters list, you can do so by clicking the 'Request Virtual Meet' button next to the sitters profile (under the 3 dots button). This will alert our team to your request and we will be in touch within 72 hrs to arrange this. Should you need a Virtual Meet in a shorter timeframe please contact the team directly via phone on [0203 811 0445](tel:02038110445) to arrange this.

How Virtual Meets Work:

Following your request for a Virtual Meet, the SafeCircle Team will be in touch to discuss your request and arrange this. On average we say that a Virtual Meet can be completed within 3 days however this is dependent upon the chosen sitters availability matching with your own. More urgent Virtual Meets can be arranged however these are again subject to availability.

Once a date, and time is confirmed with you and your chosen sitter, the SafeCircle team will send out a confirmation email containing booking details and the secure link for the Virtual Meet. These are completed through Google Meet, and do not require you to have a Gmail account but it is recommended that you download the Google Meet app if using a phone or tablet for better quality video image.

The SafeCircle team will begin the Virtual Meet and enable you and the chosen sitter to join (instructions will be in your email invite). After initial welcomes and introductions, the SafeCircle team will support you to discuss with the sitter your family's needs and how their childcare experience has prepared them to be able to meet these. You will be able to ask the sitter any questions you may have about their work experience, skills or even about their recruitment to the team. The SafeCircle team will be on hand to also answer any questions you have about the service such as how the bookings system works, payments and reviews. Our sitters will also be happy to engage with the children if they are present during the Virtual Meet allowing you to see how the children respond, and get a good feel for whether this is a sitter match for your family.

At the end of the Virtual Meet the sitter will be asked to leave and the SafeCircle team will discuss with you any initial thoughts about the sitter match, and answer any other questions not already covered.

If you feel that the sitter is a positive match for your family then you can add them to your My Sitters list by clicking the 'Add to My Sitters' button on their profile page. If for any reason you feel that the sitter is not a match the SafeCircle team will hold a complimentary Expert Consultation with you at a suitable date and time to further explore your families needs to ensure the right sitter is matched with you.

Please note that sitters are not permitted to share their contact details during the Virtual Meet nor accept any bookings made outside of the formal booking service, as this is not considered safe, or insured as SafeCircle is not responsible for this connection. Families are also strongly discouraged from making any bookings with the sitter outside of our formal process as this is in breach of our terms and conditions and will incur a substantial penalty.

If you have any questions about our Virtual Meets policy please feel free to contact our team at support@safecircle.com.