

We are honored that you are considering TLC Sitters, LLC (TLC) for your childcare needs. With over 30 years' experience in the family care industry, we've worked diligently to perfect the provision of childcare services on behalf of our hotel Clients.

Our Screening Process

We carefully screen our Caregivers to ensure that they are of the highest caliber in order to properly support your childcare needs.

All TLC Caregivers:

- Must be legally authorized to work in the United States
- Have to be a minimum of 21 years of age
- Must have a minimum of a high school education
- Have reliable transportation and provide proof of current automobile insurance
- Must obtain CPR (pediatric/child) certification if not currently certified
- Must provide six verifiable references (3 business, 3 personal)
- Are personally interviewed by a representative of the agency
- Must go through agency orientation that is conducted either on an individual or group basis
- Must fill out a detailed application for employment
- Must pass a Caregiver Competency Test
- Undergo a Department of Motor Vehicle check (7 years back to the present)
- Undergo a criminal background screening
- Must provide two forms of identification (i.e., a driver's license, a social security card, and/or a birth certificate)
- Undergo on-going performance evaluation by TLC

Booking Fee

For each day that a Caregiver is reserved there is a \$35 agency booking fee per Client. This fee is

placed on the Client's major credit card at the time of the booking. Booking fees for last minute requests and after-hours requests (specifically any request made outside of our normal office hours of from 9:00 am – 4:30 pm, Monday thru Friday) may be slightly higher.

Caregiver Rates

Caregiver hotel rates are \$15 per hour for up to two children. There is a \$1 charge/per hour for each additional child above the first two.

The hourly rate for multiples, special needs and companion care, as well as last minute emergency placement requests are determined on a case by case basis.

The base childcare rate goes up by \$1.00 per hour for sick child care, or in cases where a parent is present in the same direct quarters in which childcare is being provided throughout the duration the Caregiver is present and providing care.

Caregivers are to be reimbursed for any parking fees charged by the hotel, or the Client may opt to have the Caregiver charge the parking fee directly to their hotel room.

There is a 4-hour minimum on all assignments and (unless other payment arrangements are made by the Client prior to the requested assignment) the Caregiver is to be paid directly by the Client via cash or local check per day at the end of each assignment. For hotels and resorts on the far outskirts of metro-Atlanta an additional 1 to 2-hour drive time fee at the hourly Caregiver rate may apply depending on the resort location.

In the event a Caregiver arrives unduly late for an assignment, the Client is not required to pay the Caregiver the 4-hour minimum, however the Client is obligated to pay the Caregiver for the actual time worked.

During major holidays, the hourly Caregiver rate is time and a half the established minimum hourly rate.

Caregivers authorized to transport children during an assignment are to be reimbursed at \$0.535 cents per mile. This rate is based on the current recommended Government rate. If the Client provides a vehicle for transportation services, there is no mileage charge.

Overnight/Extended Care

TLC provides overnight and extended care services for vacationing parents and parents who must travel on business. The caregiver rate for 24-hour services starts at \$130.00 and up per 24-hour period depending upon the number and ages of the child(ren) involved.

TLC's overnight referral fee per 24-hour period is \$45.00. If cancellation for an overnight booking is initiated by the Client after confirmation has been made, TLC's booking fee is non-refundable. If cancellation is initiated by the Client with less than 24-hours' notice of the initial overnight assignment date, the Caregiver should be paid for one 24-hour period for the time that they committed to the Client.

Cancellation Policy

In the event the Client cancels a booking request after a Caregiver has been assigned, the Agency booking fee is non-refundable.

If ample time has been given to cancel the Caregiver, no fees will be due to the Caregiver. However, with the exception of an overnight/extended care assignment, if the cancellation occurs with four hours or less notice on the day of a scheduled engagement, and/or after the Caregiver is en route and/or has arrived on site for the assignment, the Caregiver is to be reimbursed by the Client at a minimum of four hours at the applicable hourly rate, in addition to being compensated for any associated drive time (if applicable for the assignment location).

In the event the Client is not on hand to pay the Caregiver fees via cash or local check as agreed, then all applicable aforementioned Caregiver and Agency cancellation related fees will be charged to the credit card provided by the Client at the time of the booking.

TLC looks forward to the opportunity of providing childcare services for you. If you have any questions or need additional information, please contact us via phone at 770-410-4774, or email us at info@tlcsittersatl.com.