

## Terms of Business

These Terms of Business are valid from 01/08/2010 and replace all previous ones

### GENERAL

1. In these Terms of Business the following definitions will apply:
  - a. The Agency shall be deemed to be European Placement Agency Ltd. Trading as Euro Pair Agency.
  - b. The Client shall be the person or persons who have signed the application form.
  - c. The Au Pair shall be the person placed by the Agency with the Client.
2. The Agency makes every reasonable effort to verify the integrity and suitability of the Au Pair. However the Agency cannot be held responsible for the non arrival of, or any negligent, dishonest or malicious act by the Au Pair.
3. The Agency cannot proceed with arranging a placement until the completed application has been received.
4. No travel arrangements can be made by the Au Pair without payment of the full fee.
5. The Agency fee is the payment for the introduction of the Au Pair. The Agency cannot be held responsible should the Au Pair stay for a shorter time than planned.
6. The Client warrants: - (a) That the information contained in the completed application form is full and correct. (b) That he/she will comply with the rules concerning an Au Pair which appear overleaf and which the Client has read. (c) That the Client will at all times behave in a reasonable and responsible way towards the Au Pair.
7. The Au Pair is entitled to 2 weeks' notice of termination of stay.

### REFUND

8. Subject to compliance on the part of the Client with the warranties contained in the foregoing clause 6 hereof and valid for Long term placements only.
  - a. Should the Au Pair leave within 21 days of the placement the Agency will use its best endeavours to offer a replacement. If it is unable to do so a refund of half of the fee paid will be made, save that no liability shall accrue to the Agency if it is unable to offer such a replacement or if such a replacement is not accepted by the Client.
  - b. Should the Au Pair leave after 21 or more days but less than 36 days of the placement the Agency will use its best endeavours to offer a replacement at a charge of one third of the original fee. If it is unable to do so a refund of one third of the fee will be made.
  - c. After 36 days no refunds can be made. N.B. 8 (a) and 8 (b) will only apply if the invoice was paid before or on the due date.
9. For short term placements no refunds can be made.

### CANCELLATION

10. In the event of cancellation by the Client the following refunds will apply: (a) After the Au Pair has accepted but before she/he has bought her/his ticket to travel half of the fee will be refunded. (b) After the Au Pair has accepted and after she/he has bought her/his ticket to travel no refund can be made
11. In the event of cancellation by or the non arrival of the Au Pair, the Agency will make it a priority to find a replacement if this is not possible then a refund will be made of the fee paid.

### Procedure

1. Fill in and return the application form to the agency
2. We send you details of applicants we consider suitable and arrange for you to contact the candidate
3. Once you confirm you accept the applicant, you send the letter of invitation that we forward to the applicant
4. From the moment we confirm your acceptance to the candidate (via our local agent), the placement is made
5. We send you the invoice - Payment accepted by bank transfer/online or cheque
6. The Au Pair will make travel arrangements which we will pass on to you
7. You collect the Au Pair at the agreed point of arrival

### Introduction Fees

Short Term, up to 3 months	£200.00
Mid Term, over 3 and up to 6 months	£290.00
Long Term, over 6 months	£360.00
Summer Placement	special rate