

Lighthouse Nanny

Welcome Packet & Service Agreement (Short Term Nanny Search)

Welcome! Thank you for choosing Lighthouse Nanny. 🧡

This is our welcome document for families looking for a short term nanny (aka hotel nanny, travel nanny, temporary nanny, “babysitter”, etc.) If you think you’ve received this by mistake, let us know and we will send you our information on long term nannies.

You’ve most likely already completed your intro call. If you haven’t done so yet, feel free to book yours [here](#).

Now, please read through the following welcome packet to make sure you’re up to speed on how our process works.

At the end, please add your name and signature in the section labeled “Service Agreement”. Then, upload the signed document to the section in your Lighthouse profile labeled “Service Agreement”.

Getting started: The search process	2
1. Complete your Lighthouse profile.	2
2. Review your match(es)	2
What happens if we don’t get any nanny applicants?	2
3. 30-minute interview	3
4. Trial day (optional)	3
5. Sign the contract	3
6. Payment process	4
Contracts & Pricing	4
Nanny rates	4
Lighthouse commission at a glance	5
Lighthouse commission in more detail	5
FAQ	6
Q. How long will the search process take?	6
Q. Am I allowed to reach out to other nanny agencies while also having a search open at Lighthouse?	6
Q. Is hiring a nanny tax deductible?	6
Q. How can I increase my chance of finding a nanny?	6
Service Agreement	7

Lighthouse Nanny

Getting started: The search process

1. Complete your Lighthouse profile.

You will receive a link from Lighthouse where you can edit your own profile. Please include a short intro to your family, and explain what your expectations are for the nanny while she is caring for your child(ren). Will she be planning any outings or sightseeing activities? Or will she be present for bedtime while mom and dad go out for the evening?

Please make sure you include the exact dates, times, and location when your nanny will be needed.

2. Review your match(es)

After you complete your profile, we will create your job listing. We may also send it to specific candidates if there are any obvious matches from our side. If a nanny is interested in your job listing, she will apply automatically, via our database.

What happens if we don't get any nanny applicants?

Unfortunately, we cannot guarantee a match for every family that opens a search. We receive family applications and nanny applications at a rate of 8 to 1. We are extremely selective in the onboarding process for nannies, making sure we only add the best and most professional caregivers to our pool. Maintaining such a high standard of caregiver means that there will not be enough candidates for every family.

You will hear from us when there is an available nanny. If you do not hear from us, it means we have not received an applicant.

If we do not receive any applicants within 3 months, we will contact you again to see if you are interested in amending your search in any way, or if you've already found a nanny via other means. After 3 months, or after your start date has passed, we will deactivate your search (unless you tell us otherwise).

If you should find a nanny on your own, please let us know. We do not charge a search fee for listing your job in our database, but we do ask you to keep us informed if your circumstances change and you are no longer interested in searching with us.

Lighthouse Nanny

3. 30-minute interview

When you receive a message from an interested candidate, the next step is to set up a 30-minute interview.

This interview can be done via phone, Zoom, or FaceTime, or it can also be done in person (if the family is already in Berlin).

4. Trial day (optional)

If you are already located in Berlin, we can also set up a trial day for you. This is a chance to get to know your nanny even better before committing to a contract.

This can also be done via Whatsapp group or email thread.

A trial day is typically between 1 and 4 hours, and would take place at the family's Berlin residence.

The trial day must be compensated at the nanny's regular rate. The nanny will invoice you for this time after it has been completed.

5. Sign the contract

Once the interview process is over, we are able to set up the contract for you. This is a freelance contract between the family and the nanny.

There are clauses to mention that will be present in the contract:

- **Health & Safety policy.** Lighthouse nannies are not able to provide care when instances of contagious or critical illnesses are present. This includes (but is not limited to) cases such as COVID-19, high fever (above 39 degrees C), vomiting, diarrhea, hand-foot-mouth disease, lice or other parasites. If these or similar illnesses are present, the nannying session must be cancelled.
- **24-hour cancellation policy.** Any nannying sessions that are cancelled with less than 24 hours notice are still invoiced for the full amount.

Lighthouse Nanny

- Commuter policy. Nannies that need to commute for over one hour to reach the destination may invoice the commute time at ½ time. So for a one hour commute, the nanny may invoice 30 minutes of working time.

If you have any questions or concerns during the contract process, you can feel free to [schedule another call with us](#) to go over any details you'd like to know.

6. Payment process

You will receive two invoices: one from Lighthouse for the search & contract, and one from your nanny. These must be paid separately. You have several options for making payments:

Your agency fee can be paid via credit card or via SEPA transfer from a European bank account.

Your nanny fees should preferably be paid via SEPA transfer from a European bank account.

If you do not have a German bank account, you have a few options.

- [Wise](#)
 - This is usually the most affordable service for making international bank transfers, and our first recommendation. Use [our referral link](#) to make your first transfer of up to €500 for free.
- [Xoom, a service from Paypal](#)
 - If you prefer to use a Paypal service, you can make the transfer with Xoom. Xoom fees are usually higher than Wise, but they are still cheaper than an international transfer from one PayPal account to another. Xoom differs from Paypal in the fact that it sends the money from your PayPal directly to the nanny's German bank account, as opposed to her PayPal account.
- Cash
 - If you want to pay in cash, please let us know ahead of time. A valid invoice will still be provided for the nanny services.
- [PayPal](#)
 - If you would like to make an international PayPal transfer from your PayPal to the nanny's PayPal account, it is possible—as long as it is pre-agreed with the nanny before the contract is signed. However, you must add an additional 12% to the total to cover the foreign transaction fees.

Lighthouse Nanny

Contracts & Pricing

Nanny rates

Lighthouse nannies are able to set their own rates based on their experience. Our starting rate for short term nannies is €25 per hour. This is the minimum rate, and may increase depending on the nannies own experience level or the responsibilities involved in the given nanny role.

Lighthouse commission at a glance

Type of contract	Minimum fee for booking (e.g., hotel nanny for a single evening)	Short term contract (e.g., temporary nanny for two weeks)	Long term contract (e.g., 6- or 12-month nanny contract)	Short term extension into long term contract	Long term contract extension
Amount due	€42 + VAT = €50	20% of nanny's total earnings	12% of nanny's total earnings	10% of nanny's total earnings	€200+VAT
When is payment due	Due upon signing contract	Due upon signing contract	Due after probation period	Due after probation (if any)	Due upon signing contract

Lighthouse commission in more detail

The minimum fee applies for all bookings where 20% of the nanny's total earnings is equal to €42 or less. This is for one-off bookings, such as having a hotel nanny for an evening or other single occasion. E.g., You hire a nanny for 4 hours one evening, who charges €120 in total. €120 would be due to the nanny, and the minimum booking fee (€42 + VAT = €50) would be due to Lighthouse.

A short term contract is anything between one night and several months. This is perfect for families visiting Berlin for an extended visit, or families hoping to bridge a gap between other care solutions. The commission fee here is 20% of the nanny's total earnings during the duration of the contract.

A long term contract is a contract of either 6 or 12 months (Lighthouse does not arrange open-ended (*unbefristet*) contracts). This can either be a freelance contract or an employment contract, depending on the situation. This is for families based in Berlin who are looking to build a relationship with their nanny. The commission fee here is 12% of the nanny's total during the duration of the contract. So if the nanny will earn €1000 per month over 12 months, the Lighthouse commission fee is €1440 + VAT = €1713.60. This is due after the nanny passes

Lighthouse Nanny

her probation period, which is after one month for a 6-month contract and after 3 months for a 12-month contract.

A short term extension into a long term contract applies when, for instance, a family hires a temporary nanny for one month, and then makes a change of plans and wishes to bring that same nanny on for a full year. In this case, the family receives a discount from their original 20% fee, down to just 10%. So if the nanny will earn €1000 per month over 12 months, the Lighthouse commission fee is €1200 + VAT = €1428. This is payable after the probation period (if any) as stipulated in the new contract. If there is no probation, this is payable upon signing the contract.

A long term extension applies when a family with a 6- or 12-month contract wishes to extend their existing contract with the same nanny. The fee here is a fixed rate of €200+VAT = €238. This includes any adjustment required to salary, holiday, or other specifications.

FAQ

Q. How long will the search process take?

A. There is no way to answer this question for sure. Some searches wrap up in just a few weeks, while others take months. Due to an extremely high number of family applicants and a limited number of qualified nannies, many searches will not result in a match at all.

It's a good idea to budget between one and three months for your search.

Q. Am I allowed to reach out to other nanny agencies while also having a search open at Lighthouse?

A. Of course. We simply ask that you inform Lighthouse as soon as possible if you find a nanny through another platform, you inform us ASAP so we can close your search.

Q. Is hiring a nanny tax deductible?

A. Yes. In Germany, you can deduct childcare costs from your taxes each year. As of 2025, you can deduct [80% of childcare costs up to €4,800](#) per child per year. This applies whether you work with a freelance or employed nanny. Agency fees are not tax deductible.

Lighthouse Nanny

Q. How can I increase my chance of finding a nanny?

A. In general, whether or not we find a match will simply come down to the nanny's availability and no other factors. However, if you'd like to sweeten your job listing to make it even more appealing, here are a few things you might consider adding:

- Will provide transportation home after late nights (Uber or taxi)
- Will provide dinner (take away/room service)
- Offer a more competitive rate from the start (above €30)

Service Agreement

I have read through the above processes and wish to proceed with opening a nanny search with Lighthouse Nanny agency.

I agree to the search process, contract process, and pricing as it is presented here.

I understand that should I enter into an employment or freelance agreement with any nanny found via Lighthouse Nanny agency, that I will be obligated to pay the commission fee in full.

I, the undersigned, agree to be the main contact person for Lighthouse Nanny throughout the search process. I understand that as the main contact, it will be my name that appears on any invoices or contracts which may result in the future.

City, Date

Name [Typed]

Signature