

## Terms & Conditions for Nannies

If you're reading this, it means you've passed your in-person interview, and are almost ready to jump into the Lighthouse Nanny pool! Woo-hoo! 😊

There are still a few onboarding things we need to take care of before you'll be officially added to the pool and can start working with families. If you haven't done so already, you'll need to submit all your paperwork and fill out your profile. We'll also reach out to your references to verify them.

In the meantime, please have a look through this document to get an overview of how our process works. Sign the service agreement at the bottom to show you've read it.

Once you've signed, please upload the signed document to your Lighthouse profile.

If you're having trouble logging into your profile, contact [genevieve@lighthouse nanny.com](mailto:genevieve@lighthouse nanny.com)

Thank you!

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## Why join the Lighthouse pool?

When you work with Lighthouse Nanny agency, you'll have access to our [job board](#) full of high quality nanny roles in Berlin. We only work with contracts, so the expectations and commitment required for each role are made crystal clear before you start work. Every Lighthouse family agrees to basic terms, like minimum hourly rates (€20 for employees and €25 for freelancers), health and safety policy (no sending you to work with contagious kiddos), commuter policy (for every 60 minutes you commute, get paid for 30), and more.

If you see a role that looks *nearly* perfect, but there's something slightly off (the family wants three days per week, for instance, and you can only work two) then please reach out to us anyway. Many families are willing to adjust their terms for the right candidates. It's not always possible, but you'll never know if you don't ask!

The best part of working with Lighthouse is that you have someone on your side when it comes time to negotiate. You don't need to worry about seeming pushy or demanding. We'll always do our best to negotiate you the best rate and the most optimal terms. The more you earn, the more we earn.

Lighthouse's services are 100% free for nannies. We earn our money from commission fees based on your earnings, but paid out as separate payments from families to Lighthouse directly. Nothing ever comes out of your wages or invoices.

## What is Lighthouse Nanny's mission?

What does Lighthouse Nanny do? We're a nanny agency that provides English-speaking private childcare to international families and businesses in Berlin. We do occasionally work with non-native English speakers if they are otherwise exceptional candidates.

Our mission is two-fold.

First, we want to connect international clients in Berlin with high quality private childcare. That part is obvious.

The second part of our mission is to set an industry standard for working with nannies and babysitters in Berlin and Germany. Too often, private childcare workers wind up on the fringes of the German social system, or excluded from it entirely. Workers are paid cash, or pushed

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into unfair contracts. This doesn't necessarily happen because families want to be unfair, but rather because neither party really understands how the system works and how to put together a fair contract. This goes double for international families and nannies that are new to the German system. That's where Lighthouse Nanny comes in.

We support nannies to find top families that agree to fair and favorable terms, and we fight to make sure those terms are laid out explicitly in each contract. We search for nannies that want to work as a team in this mission. We're here to answer questions and provide support each step of the way.

## What kind of nannies work with Lighthouse?

Every family and nanny agency looks for nannies that share some basic qualities: being responsible and reliable are obviously a given for any nanny. Patient and kind are also an absolute must for working with children. But there are a few other qualities that set Lighthouse nannies apart from competitors.

- Positive and enthusiastic.** Working with kids can be exhausting, but a Lighthouse Nanny should bring the good vibes, no matter what. A smile and a positive attitude have a ripple effect on the people you work with—and that goes twice as far when you're working with kids.
- Creative and playful.** Like Mary Poppins, a Lighthouse Nanny can turn anything into a game. She's able to think fast and can turn even the most mundane tasks like going to the post office into an adventure.
- Discreet and respectful.** Working with families is an intimate business, and a good nanny knows how to walk the fine line between being familiar and being professional. She maintains a professional image both at work and in her free time, in person and online.
- Empathetic toward kids and parents.** It goes without saying that a nanny should be empathetic toward the children she cares for, but a Lighthouse nanny understands that a family is a whole unit, and empathizes with the parents as well.

## Applying for long term roles

So you found something you liked in the [job board](#) and threw your hat in the ring? That's great. There isn't a limit on how many roles you can apply for, and your applications go to Genevieve first before they reach the families. So feel free to apply for whatever you're interested in. If you

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send too many applications, Genevieve can provide more insight to help you narrow down your search.

## I applied for a role — now what?

Now, you wait. Genevieve will look over your application and if everything looks good, she'll forward it on to the family. If the family is interested, you'll be connected with the family via email.

Please respond to emails promptly and properly. This is the first impression the family will have of your communication style, so show them how courteous and professional you are right away.

The interview will be arranged either in person, via phone call, or via video chat. It's up to the family to suggest their preferred method. Do your best to accommodate their initial request, but if you can't, then you are able to suggest an alternative. These instructions will always be laid out in each scheduling email.

You are allowed to exchange contact details with the family, such as Whatsapp number. However, please keep all scheduling-related chat within the email thread. Remember to hit "Reply All" on every email, to keep Lighthouse in the loop. Any and all scheduling discussions, follow-ups, etc., must take place in the thread with Lighthouse. If you agree to another appointment in your call or meeting, then please reply within the thread with a confirmation of the upcoming meeting. This is crucial so that Genevieve has an overview of how many meetings are taking place and when.

Example:

Your call goes great, and the mom invites you to schedule a trial already that weekend. After you hang up, send a short email in the thread that includes all the relevant info:

*Hi Rachel & Genevieve,  
Rachel and I just finished our intro call and everything went great. We've booked a trial day for Sunday, 14:00 - 16:00. Rachel, looking forward to meeting you and little Emma in person!  
-Sandy*

In the meantime, Genevieve will check in with you regarding your rate expectations for the role. It is a good idea to share your lowest possible range that you would be willing to accept, and then add on a range of +5 € per hour or so. Your rate range is 100% your decision, but Genevieve is happy to provide guidance and information about what roles with similar responsibilities might cost.

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Genevieve will handle the rate negotiations on your behalf, as this carries considerably more weight coming from the agency side rather than from an individual nanny. It's important that you discuss the rates first with Genevieve, to prevent you from underselling yourself. If you say to a family that you will work for €25 per hour, then it's no longer possible to raise the rate higher—even if the average rate for this type of role is €30 per hour. The best way to maximize earnings for both nanny and agency is to work together as a team.

If a family asks about your rate during your initial call, before you've had a chance to talk to Genevieve, try and deflect this as best you can. You can say something like "I haven't thought about it yet, I'd have to check with Genevieve." The reason for this is that families often try to pressure nannies to give them a rate right away, before the terms of the role have been laid out clearly.

What's more, if you agree to a rate without discussing with Lighthouse, you won't have the benefit of knowing what comparable roles are being paid. If you agree to a below-market rate in your intro call, then it's too late to negotiate a higher one. Once you say a rate, we have to stick to it. So better to check with Genevieve so we are certain you aren't underselling yourself. Remember—the more you earn, the more Lighthouse earns.

## I've got an interview — now what?

Congrats! You've landed your first 30-minute intro meeting with a family.

Be ready for your meeting exactly when and how they say it will take place. If you need a few extra minutes to download an app, make sure you've already done so before the scheduled call. Being late or seeming disorganized here can be an instant "no" from families.

During your conversation, be friendly and honest. They want to get to know the real you!

Remember to be respectful at all times. This includes talking about past families you've worked with. Speaking rudely about past employers makes you look indiscreet, and it's usually a dealbreaker for families. Keep it professional.

Sometimes families want to ask lots of technical questions right away, such as rates, and scheduling. You can answer scheduling questions as best as you can (e.g., "I'm free every morning, but I have German class on Friday afternoons."). But try to avoid questions about rates and other contract terms, unless you've already aligned with Genevieve. You can always put it off by saying, "I'm not sure, I have to check with Genevieve about that."

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## I've got a trial day — now what?

Woo hoo! You're moving right along.

The trial day is your chance to get to know the family up close and personal.

Tip: When you enter their home, make sure you ask to wash your hands right away. It shows how conscientious you are and sets a great tone for the rest of the meeting. And remember, this isn't something you'll only do in the interview. Regular hand washing is an absolute necessity for nannies and anyone else working with small children. It sounds like a small thing, but it's the little things that set you apart from other candidates, and it's an automatic clear sign of respect and consideration for their family's health and hygiene.

Other than that, just be yourself! The family wants to get to know the real you, so there's no need to fake anything here.

And always keep in mind: you're interviewing the family just as much as they're interviewing you. Pay attention to how they make you feel when you're working together. Interviews can be a little awkward, but it's important to try and get a sense of how you might feel working with the family long term. Do they make you feel welcome and respected? Is this a relationship you want to invest in? This goes not just for the children, but for the parents as well. Even though you will likely be spending the majority of your time with the kiddos, the parents will be your supervisors, so choosing parents you can get along with is absolutely critical to your success in the role.

At the end of the trial day, you get paid. If you're a freelancer, write the family an invoice like you would for any other client. If you're not a freelancer, the family will pay you in cash. This is the **ONLY** time you are ever permitted to accept cash, as it is considered a tip for your time.

Here's a little test of your reading comprehension skills. If you've made it this far, send Genevieve a Whatsapp message (+49 176 70787213) that says "Hey it's (your name)! Reading is fundamental!"

## We're signing a contract — now what?

Your intro meeting and the trial day went well, but you're not finished yet. No job is secure until the contract is signed by both sides.

Lighthouse handles the contract negotiation. We'll be in touch with you to find out your rate, availability, and discuss any and all terms that might apply to you. If you have specific concerns, please feel encouraged to voice them to us.

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The contract negotiations will be handled by Lighthouse, from start to finish. If you have questions or concerns about any terms in the contract, you are free to bring them directly to Genevieve and they will be addressed that way.

I'm working with a family — can I still come to Lighthouse Nanny for help?

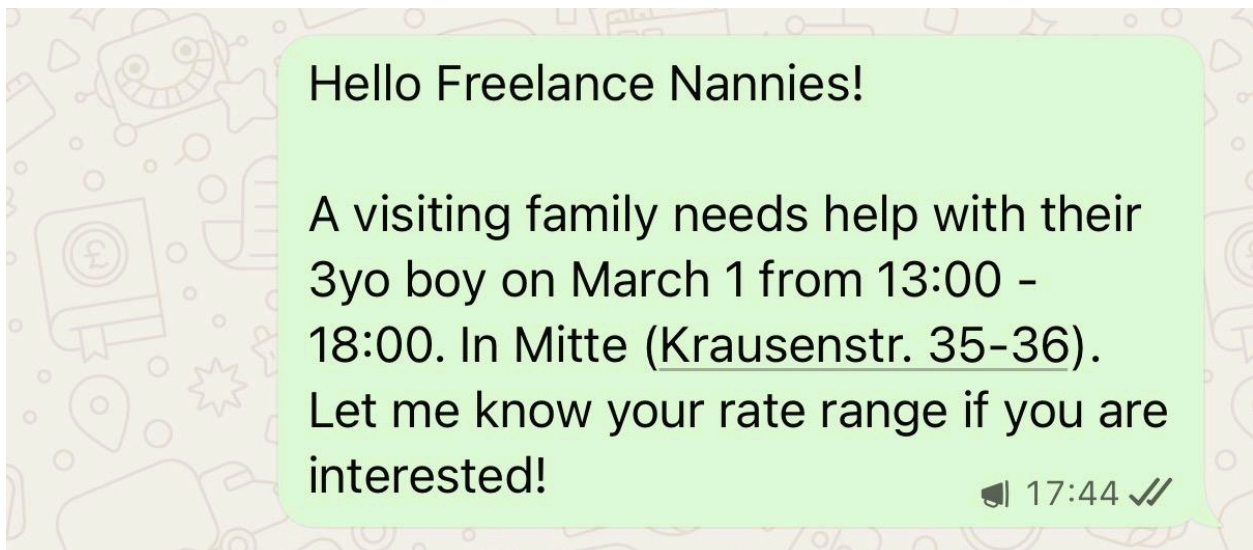
Of course! We're always here for you. If we can't answer your questions, we have a wide team of referral partners we can connect you with.

## Applying for short term roles

Longer short term roles (several weeks or months) will be available in the job board, the same as any other job. The application process for these is the same, although usually only freelancers are eligible for these placements.

There are other short term jobs available, such as hotel nannying and emergency (short notice) nannying, and other ad hoc jobs. These are also only available to freelancers.

Most often, these nanny roles are shared through Whatsapp. If you're in the freelance Whatsapp list, you'll periodically receive a message that reads something like this:



If you're interested, apply directly in Whatsapp and let Genevieve know your rate range. Your rate range is the minimum rate you'd be willing to accept for an assignment, up through your desired rate where we begin negotiations.

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## I want to apply for a hotel nanny job—now what?

You sent Genevieve your rate range and are hoping to land a temporary gig.

Now, you wait. Genevieve will send your details to the family, and see what they say. Unfortunately, sometimes families ghost or pass at this stage. It's a bummer but it happens. Nothing is for sure until the contract is signed.

But if all goes well, the family will then be offered the opportunity to have a quick call with you. Sometimes this is arranged via email, but if time is really of the essence, sometimes everything stays right in Whatsapp for maximum efficiency.

Sometimes, the family declines the offer of the call and wants to move straight ahead to the contract.

## The family wants to work together—now what?

If the call goes well (or if the family waives the call entirely) we move on to the contract. Genevieve draws up a freelance contract for every assignment, even if it's only one evening.

Once the contract is signed by both parties, the booking is confirmed and all the contract terms apply.

## General FAQs

I'm interviewing with a family, and they want to talk to me outside of the email thread. What do I do?

During the interview process, try and keep the bulk of your communication with families in the common email thread, that includes Lighthouse. Once the introduction has been made, you are free to swap other means of contact and communicate via these methods for your intro calls, or other times it may be necessary (such as when you're arriving for your trial, and you send a Whatsapp saying "I'm 5 minutes away! What is the name on the bell?")

If you wind up making scheduling plans with the family directly during your call (e.g., your intro call goes well and they want to schedule the trial day right away) you are free to do so. But please always confirm everything after the call via a follow up email in the common thread.

It's crucial that we have a written record of all the appointments that are scheduled. Families don't always remember or understand this, so it's up to you to make sure the record is clear and accurate.

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If you're not sure about something, you can always send Genevieve an email or a Whatsapp directly. Nannies that are in the interview process have priority.

## Am I allowed to work with other agencies?

Of course. We don't have an exclusivity policy. You're allowed to work with other agencies or take on jobs via personal referrals. We just ask that you be transparent about your status. If you are not invested in taking the roles that we offer, please don't apply for them. Lighthouse doesn't earn any income until you pass your probation period with a family. If you regularly apply for jobs but then back out during interviews, this will jeopardize your spot in the Lighthouse pool.

## Does Lighthouse ever remove nannies from the pool?

Yes. Lighthouse expects a high standard of professionalism from each and every candidate in the pool. We reserve the right to remove a candidate from the pool at any time, and for any reason. Here are a few things that would cause you to be removed from the pool:

- Neglecting to finish your onboarding documentation
- Unprofessional conduct (e.g., disrespectful comments, consistent lateness, etc.)
- Working for cash, without invoices
- Excluding Lighthouse from negotiations with Lighthouse families
- Negative reviews from families

## How do I apply for event nanny roles?

For the time being, it is not possible to apply for these roles. Genevieve hand selects the nannies for each event based on the needs of the specific situation. If you are interested in working at a Lighthouse event, feel free to let Genevieve know you'd like to be considered. Only registered freelancers can work at events.

Thank you for reading! We're so happy you're here.

*Got more questions? Feel free to reach out to Genevieve any time.  
genevieve@lighthouse nanny.com*

Almost done! Go to the next page to sign the service agreement. Once you've signed, please return the full document to Genevieve via email, or upload it to your Lighthouse profile.

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## Lighthouse Nanny Agreement

- I certify that I have read the above document and agree to comply with the terms and conditions as they are laid out here.
- I certify that I have already or am planning to submit all the required documents and references, and that they are 100% genuine.
- I understand that Lighthouse Nanny is an agency. Lighthouse does not guarantee employment or freelance work. Whether or not I find a position via Lighthouse will depend on the available positions at the time I apply, and ultimately will be up to the individual families to determine if they want to extend an offer of employment/freelance work.
- I understand that my acceptance into the Lighthouse Nanny pool is subject to being revoked at any time should I violate any of the terms and conditions as presented above.

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City, Date

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Name [Typed]

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Signature