

# Lighthouse Nanny

## Welcome Packet & Service Agreement (Hotel Nanny)

Welcome! Thank you for choosing Lighthouse Nanny. 🍷

This is our welcome document for families looking for a [hotel nanny](#). A hotel nanny supports visiting families during their time in Berlin. Whether you're here on a business trip and need someone to show your kiddo around the city during the day, or you'd like a grown-ups night on the town during a family vacation, our nannies are happy to help out.

At Lighthouse, we have a team of around 15 freelance nannies who are able to take on these types of jobs. Like all the nannies in our pool, each candidate has her police clearance, infant & child first aid and CPR certification, and personal liability insurance. Their references have been vetted and are available upon request.

All our nannies speak English, and other languages can sometimes be arranged upon request.

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".

<b>Welcome Packet &amp; Service Agreement (Hotel Nanny)</b>	<b>1</b>
<b>Getting started: The search process</b>	<b>2</b>
1. Fill out your application	2
2. Lighthouse will reach out to our hotel nannies	2
3. Intro call (optional)	3
4. Sign the contract	3
5. Payment process	3
<b>Contracts &amp; Pricing</b>	<b>4</b>
Nanny rates	4
Lighthouse commission at a glance	4
Lighthouse commission in more detail	5

# Lighthouse Nanny

<b>FAQ</b>	<b>5</b>
Q. How long will the search process take?	5
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
<b>Service Agreement</b>	<b>6</b>

## Getting started: The search process

### 1. Fill out your application

If you haven't done so, please fill out an application. You don't need to put as much detail as you would if we were looking for a long term match, but we need at least the basics: your name, home address, local address, dates and times you'll need care, children's ages and any other important information like allergies or major health conditions.

Let us know what kind of help it is you're looking for. Maybe you want someone to plan activities for the kiddos during the day, like going to the Natural History Museum or other sight seeing locations. Maybe you'd like a nanny who's up to bring the kids for a swim in the hotel pool. Or maybe you'd just like someone to hang out, read some stories, and sit quietly in the hotel while the little ones sleep in the evening.

### 2. Lighthouse will reach out to our hotel nannies

Once we know what kind of hotel nanny assignment you're creating, we'll notify our team. If and when we receive an applicant, you'll be notified ASAP via email or Whatsapp. You'll then be sent the candidate's profile to review.

Unfortunately, we cannot guarantee a match for every family that applies. For this reason, we do not charge a search fee. However, if you find a nanny by other means, please let us know right away so we can close your search. If we send you a candidate and do not hear back from you, we will close your search automatically.

# Lighthouse Nanny

## 3. Intro call (optional)

Once you've reviewed the candidate's profile, you'll have the option to set up a intro call. This is usually a phone call, but may potentially be a video chat, if time and circumstance allows.

## 4. Sign the contract

Once you've approved the candidate, we'll set up the contract for you and send it over.

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.
- If a nanny works after midnight, she may request an Uber or taxi home, which would be covered by the family.
- **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.

## 5. 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 European 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

# Lighthouse Nanny

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 so that we can clear this with the nanny. 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.

## 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.

The emergency nanny rate (less than 24 hours notice) is €45 per hour.

### Lighthouse commission at a glance

The relevant pricing for hotel nannies is shown in the light blue columns.

Type of contract	Minimum fee for booking (when the nanny's total earning is under €200)	Short term contract (when nanny's total earning is more than €200)	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 Nanny

## 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 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 are resolved in less than an hour, others may take a few days or weeks.

# Lighthouse Nanny

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

A. Yes. 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.

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 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

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name [Typed]