



CONCIERGE SERVICE

Best in Class... Safe and Sound

Retainer (non-refundable) \$350.¹

Concierge Placement Fee (non-refundable, due upon hire)^{2 3} 18% of gross annual salary

Assessment, Recruitment, and Personalized Support

- Unlimited support/designated Placement Counselor throughout the search process
- Systematic + active recruiting
- Customized candidate matching + referrals
- Detailed interview analysis
- Expert guidance on compensation, benefits + retention

Safe

- Experienced candidates, personally interviewed + verified references
- Social security number verification + address trace
- 7-year county level criminal background check
- Driving Record
- 10-panel Drug Screen
- Infant/Child CPR and First Aid Certification

Sound

- 1-year membership to Temporary Services (including School@Home and Sidekick) plus 5 back-up care days⁴
- Placement Portfolio (includes executed Nanny/Educator Family Agreement, Hired Candidate's Application + References, Background Check, Offer Checklist, Emergency Medical Consent Form, Performance Review, Household Employer's Tax Law 101)
- 6-month Replacement Policy⁵

Shared Care (Nanny, Family Assistant, Private Educator)⁶ 12% of gross annual salary (per family)

¹ Retainer serves as a non-refundable deposit and includes a one-year membership to our temporary services. Temporary services include access to child care, newborn care, household management services, [Sidekick](#), plus online and in-home tutoring services through our School@Home program. Retainer will be credited to Placement Fee upon hire.

² Option to pay a 10% premium to the stated placement fee in exchange for the ability to pay in 3-month installments.

³ Minimum placement fee of \$5000.

⁴ Booking fees only, hourly rate to sitter not included

⁵ Concierge service replacement policy is 6 months or 180 days. Replacement period starts on the first day of employment. Full credit applied toward Placement Fee for replacement candidate (100% credit if within first half of the replacement period and 75% credit if in the second half of the replacement period).

⁶ \$350 retainer due per family and a minimum placement fee of \$3000 per family