




t4nanny

What To Expect Guide

Your solution to childcare in the French Alps!

[www. t4nanny .com](http://www.t4nanny.com)

Welcome to t4nanny !



Please enjoy our t4nanny 'What To Expect Guide' made for parents.

At t4nanny, we pride ourselves on providing exceptional, personalised childcare, giving you peace of mind while you enjoy your holiday. As a private nanny service, we come to your chalet or accommodation and work around your family's schedule. This guide will help you prepare for your holiday and answer some of the questions you may have before you arrive. We look forward to caring for your family.

- *Elle*

Owner / Director

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1. Confirming Your Booking

Please take a few moments to check your booking confirmation and ensure the following details are correct:

- ✓ Start date(s) and booked service(s)
- ✓ Contact telephone number (including your country code) – this should be the number we can reach you on while you're in resort.
- ✓ Accommodation name and address (or as much location information as possible).
- ✓ Complete all requests for information as soon as possible.

If any of your booking details or personal information change before your holiday, please contact T4Nanny by phone or email as soon as possible. We will do our best to accommodate any changes, although this may not always be possible.

2. Medical Forms

t4nanny require your child's / children's medical forms to be completed for our records no later than 24 hours before your booking commences.

- ✓ Family Information Form
- ✓ Focused Medical Form

The information you provide helps us understand your child's medical, emotional and individual needs, enabling us to deliver the highest standard of care.

Please find these forms attached to your booking confirmation email and on our [website](#).

3. Helpful Information For t4nanny

At t4nanny, we tailor our care to each family's individual needs. Sharing a little extra information about your child before your booking helps your nanny provide the best possible experience.

Helpful information includes:

- ✓ Interests and favourite activities
- ✓ Daily routines and nap schedules
- ✓ Comforters, soothers and settling techniques

- ✓ Ski school timetable (if applicable)
- ✓ Swimming ability or other relevant skills

4. Meeting Your Nanny

When will I find out who my nanny is?

Nannies are usually allocated shortly before your booking, once we have all the information needed to find the best match for your family. If you have a preferred nanny, let us know and we'll do our best to accommodate your request, subject to availability. Returning families will be allocated the same nanny wherever possible.

Your nanny will contact you during the week before your arrival, usually via WhatsApp. If you haven't heard from them three days before your booking starts, please contact t4nanny.

When will I first meet my nanny?

Where possible, your nanny will meet you on the evening of your arrival to discuss your child's routine before care begins. If this isn't possible, your nanny will arrive approximately 15 minutes early on the first day of your booking for a handover.

5. What To Pack

To help your child get the most from their time with t4nanny, we recommend packing the following:

- **Travel System (if applicable)**
If your child uses a buggy, please bring it with you. Our nannies are also happy to use your baby carrier, sling or wrap where appropriate.
- **Sunglasses**
The alpine sun can be very strong, even in winter. We recommend UV-protective sunglasses for children of all ages.
- **Suitable Footwear**
Warm, waterproof boots are essential for outdoor activities and walking through the snow.
- **Snowsuit (for younger children)**
For babies and toddlers who are not yet walking, we recommend a snowsuit with enclosed feet or warm winter boots.
- **Water Bottle**
The mountain air is very dry, so please provide a refillable water bottle for your child.
- **Sun Cream & Lip Balm**
High SPF sun cream and lip balm help protect against the effects of the alpine sun and cold weather.
- **Swimwear (optional)**
If your child enjoys swimming, please pack swimwear. Our nannies are confident in the water,

and swimming is a popular activity throughout the week. Swim nappies are available to purchase at the local pool if required.

6. t4 Hire

Carriers, Prams/Buggies/Strollers/Pushchairs

We offer a range of all-terrain buggies and baby equipment to make logistics around the resort that little bit easier. The hire fees range from €100-€175 / €20-€35 per day. Our pram range includes singles, doubles, ski harnesses, bike trailer attachments and baby slings.

Visit our website for the full [t4 Hire](#) range.

Play Kit Hire

A selection of age-appropriate toys and play essentials are also available to hire:

- ✓ 0–6 months
- ✓ 6–12 months
- ✓ 2–3 years
- ✓ 3–5 years

Please contact our office for more information.

7. What To Expect

Every child is unique, and our nannies tailor activities around your child's age, interests, personality and routine. We aim to include a mix of indoor and outdoor activities each day, from crafts, sensory play, stories and baking to games, treasure hunts, exploring the mountains and enjoying the snow.

Rather than bringing lots of toys, our nannies use creativity and imagination to create fun, engaging experiences using a variety of resources. Most importantly, our nannies focus on building a positive relationship with your child(ren) and creating a personalised experience they will enjoy.

8. Meals & Paid Lunches

Can my nanny take my child out for lunch?

Yes. You can provide money for your nanny to take your child to a café or restaurant. If you would like your nanny to eat with your child, please provide enough money to cover the cost of their meal as well.

Can my nanny bring my child to meet me for lunch?

Yes. Your nanny can bring your child to meet you at a café or restaurant of your choice assuming its

accessible without skis. Please arrange the time and location directly with your nanny. If your nanny stays for lunch, please cover the cost of their meal.

Can my nanny buy food from the shop?

Yes. You can provide pocket money for your nanny to purchase a simple picnic lunch or snacks for your child, which can be enjoyed at your accommodation or elsewhere around the resort.

Can my nanny prepare simple meals at our accommodation?

Yes. If you have food available in your accommodation, your nanny will be happy to prepare simple meals and snacks for your child. Please let them know what food they may use and any items that should not be used.

If you are staying in a catered chalet, please check with the chalet staff what food may be used and what level of food preparation is permitted, as this may vary depending on the chalet's policies, insurance requirements and catering arrangements.

9. Resort Activities

All of the resorts we work in have different activities, some of which are as follows:

- Sledging
- Outdoor parks
- Igloos
- Gondola Rides
- Soft Play
- Tubing
- Swimming
- Boulderling
- Trampolining
- Farm visits with animals
- Ice Skating

10. Additional Expenses

Will my nanny need money for activities?

Yes. If your nanny takes your child to a paid activity (such as swimming, trampolining, yoga, Kinder Gym or ice skating), you will need to cover the admission costs for both your child and your nanny, as well as provide any additional spending money required.

Will my nanny need money for meals or treats?

Yes. If your nanny is taking your child out for lunch or you would like them to buy snacks or treats (such

as a hot chocolate or crêpe), please provide enough spending money. If your nanny is expected to eat with your child, please also cover the cost of their meal.

Can I add additional childcare during my holiday?

Yes, subject to nanny availability. If you would like to book additional hours before your holiday, please contact t4nanny. If you require extra hours during your stay, speak to your nanny, who will check availability with our office.

Any additional hours worked must be signed for by you and will be invoiced at the end of your holiday.

11. Changes To Your Care

Can I swap daytime hours for evening childcare?

No. Daytime childcare and evening childcare are separate services and cannot usually be exchanged. If you would like to make changes to your booking, please contact t4nanny before your holiday and we'll do our best to help.

Can I change my start time from day to day?

Yes, where possible. Please give your nanny at least 24 hours' notice.

During quieter weeks, we're often able to offer greater flexibility. During peak weeks, however, our nannies may be caring for multiple families, so start and finish times may need to remain within your confirmed booking schedule.

12. Safeguarding

Once your nanny has taken over the care of your child, their safety and wellbeing become our highest priority. We have a responsibility to ensure that every child is returned to a responsible adult at the end of their care.

If you are returning from après-ski or an evening out and will not be available to collect your child, you must nominate another responsible adult from your party. Please notify both your nanny and t4nanny of their full name and the time they will take over responsibility, either via your WhatsApp chat or by email to mail@t4nanny.com. If the parent or legal guardian is unavailable, only the nominated responsible adult may take over your child's care.

13. Illness & Cancellations

What happens if my child becomes ill?

t4nanny has an Illness Policy designed to help protect our staff, families and other children from the spread of infection.

If your child becomes unwell before or during your booking, please notify t4nanny as soon as possible. Depending on the nature of the illness and the risk of transmission, childcare may need to be suspended until your child has recovered. In some cases, we may require a medical certificate confirming that your child is fit to return to our care.

What happens if my nanny becomes ill?

If your nanny becomes unwell, t4nanny will make every effort to arrange a suitable replacement. If this is not possible, you will only be charged for the childcare provided, and any undelivered hours will be refunded.

What happens if I need to cancel my booking?

- More than 4 weeks before your booking starts: 50% of your booking fee will be refunded.
- Less than 4 weeks before your booking starts: No refund will be payable. If your booking has not yet been paid in full, the remaining balance will still be due.
- Force majeure: Our standard cancellation policy applies.
- Unused childcare: If you choose not to use your nanny for any of your booked hours, these cannot be transferred, made up or refunded.

What happens if t4nanny cancels my booking?

Although this is rare, there may be circumstances where we are unable to fulfil your booking.

- Before your booking begins: You will receive a full refund.
- During your booking: You will be refunded for any childcare that is no longer able to be provided.

14. Our Team

All of our nannies have relevant childcare experience and/or recognised childcare qualifications. Every nanny holds a Paediatric related First Aid certificate, has completed the appropriate criminal background checks, and has two professional references verified by t4nanny.

We carefully select every member of our team and are proud to welcome our returning nannies each season. We are committed to treating every family with professionalism, kindness and respect, and we ask that our team members are treated with the same courtesy. If concerns arise regarding the conduct of either party, t4nanny reserves the right to review the placement.

Thank you for choosing t4nanny. We look forward to welcoming your family and helping create lasting memories in the French Alps.

Yours Sincerely,



Elle Rasmussen | **Director**

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