

Frequently Asked Questions

How do you reference each Babysitter?

For each Babysitter we request at least two written references. In addition to this, we will often follow up the receipt of a written reference with a telephone call as we have found that we are often able to obtain valuable information as to a Babysitters' suitability in this way. We will always ensure that satisfactory references have been received before we will allow a Babysitter to undertake any work through the agency. All referees must have known the Babysitter for a minimum of two years, except in cases where we reference existing employers and the Babysitter has not held their current position for two years. In this event we will usually write for an additional reference if deemed appropriate. Referees must not be an immediate family member, and must be able to comment on the Babysitter's skills and abilities with children.

Are your Babysitters police checked?

All of our Babysitters either are or have been school teachers, nursery workers or childminders who have already been CRB checked prior to joining the agency. We also take a copy of photo ID in the form of either a driver's licence or a passport, and confirmation of address to support their application.

What is meant by qualified/experienced in childcare?

All of our Babysitters either are or have been school teachers, nursery workers or childminders, so all already have experience in caring for children.

Can I meet the Babysitter beforehand?

Some parents ask if it is possible to meet their Babysitter before leaving their children, especially for the first time. In these circumstances we would recommend that you request the Babysitter to arrive at your property 30 minutes earlier to allow you to meet them (which will need to be paid for), run through any routine that you may have and meet the children. Please remember each Babysitter has been carefully selected and interviewed before joining the agency.

How much notice is needed to book a sitter?

Whatever notice you are able to give us, some parents book well in advance, others with a couple of days. We also get requests with sometimes only a couple of hours notice and will always try and organise a Babysitter for you. The more notice you can give us the better, but we appreciate this is not always possible.

Can I have the same Babysitter when I book?

We will always attempt to contact the same Babysitter for you if requested. However due to Babysitters personal commitments they may not always be available, so you may find that your family gets familiar with a few Babysitters. As above, the more notice you can give us for bookings the easier it is to secure your requested Babysitter for you.

Do I need to drive the Babysitter home or pay extra for travelling?

No, each Babysitter has their own transport and can make their way to and from your property.

What is the earliest and latest I can have a Babysitter?

During weekdays as a rule the earliest time a Babysitter is able to start is 6pm, this being due to the fact that our Babysitters may have other jobs, and many also have families of their own. If however you do need a Babysitter earlier, with enough notice, we may be able to arrange this for you. At weekends and during the school holidays we have no particular start time, but for the same reasons detailed above the more notice you are able to give us for these bookings the more likely we are to be able to fulfil them.

Although we do not have a set time for our sittings to finish, we would appreciate you being as accurate as possible with regards to a finishing time when booking. We do ask all sitters to provide parents with a mobile contact number in order that you can call to advise if you are running late.

How do I pay the Agency and the Babysitter?

You do not pay to join our Agency, as we do not ask for a monthly subscription, rather you only pay us when you wish to make a booking. You then pay the Babysitter cash at the end of the evening. We have a 4 hour minimum booking and after that bookings are rounded up per half hour. (i.e. 6pm till 10:20pm would be rounded up to 4.5 hours).

Why do you Charge a Booking Fee?

We charge a booking fee rather than a membership fee each month, as we feel this is the fairest way to operate. This way parents only pay for childcare when required. This avoids the burden of a regular direct debit, or being tied to a yearly membership subscription when the service may only be used occasionally.

Is there a cancellation fee?

If a parent cancels within 24 hours of the sitting there is a charge equivalent to 4 hours payable by the parent to the sitter. The booking fee is also non-refundable in the event of cancellation by the parent in any event.

Why is there a minimum booking of 4 hours?

In our experience, a minimum 4 hour booking ensures we attract the most professional child carers to babysit your children. This enables Button Moons to provide a quality service for our families.

Is there a maximum number of children?

For the safety of the children, we do impose limits. Where there are more than two children under three, or more than four children in total, a second sitter is required.

When can I contact you?

Please e-mail or phone 07823 441444 at anytime. We will endeavour to respond to voicemails and e-mails promptly.

How do I make a booking through the agency?

You can call, email or text us, whichever is best for you. However we do ask that all parents complete the registration form on the website prior to their first sitting.

When you make a booking we need you to advise us of the date required, the start time and the finish time. We will then allocate a Babysitter for you and advise you who it will be. Prior to the booking the Babysitter will call you direct to introduce themselves and confirm the start and finish time with you.

What happens when Laura is on holiday?

When I am on holiday I have several people who are able to run the agency for me. The agency will continue in exactly the same way without any inconvenience to Babysitters or parents.