

What to Expect Guide

Here at t4nanny we pride ourselves in providing an excellent service that ensures that your children are getting the best care whilst you enjoy the slopes. This guide is to help you prepare for your holiday, let your nanny know some additional information, and answer any questions you may have.

When will I find out who my nanny is?

We like to allocate nannies closer to your booking, once we have all the necessary information and can make our best judgment on the right fit. You can view all our nanny profiles on our [website](#), if you wish, you can request a nanny and we will do our best to allocate them to your family depending on availability. We strive for continuity of care, so if you are joining us over many holidays we aim to provide the same nanny to your family. Your nanny will contact you the week before you arrive, they will first attempt to message you through WhatsApp, if you do not have WhatsApp they will text. Please let your nanny know you have received your message, if they do not hear back from you they will email you. Please let us know if you have not heard from your nanny 3 days before your booking start date.

When will we first meet our nanny?

You can organise this when you talk to your nanny. Our nannies aim to meet you on the evening of your arrival to talk about your child's routine and get all the information they require before your booking starts the next day. Please note this is not always possible due to your location, other bookings or the time of your arrival. In which case your nanny will arrive 20 minutes earlier the first morning of your booking to make sure they have time for a thorough handover.

What information does our nanny need?

Please see the 'Family Information Form' and 'Allergy Form' either attached to our confirmation email or on our [website](#). We require this complete for our records no later than

the day before your booking is to commence. This information also allows us to best prepare and cater more specifically to your child/ children's needs. T4nannies tailor our care to your family additional information such as child's/children's interests and normal routines, their interests and soothers is great to have.

What Should I bring?

We know it can be rather stressful packing for your children so here are a few essentials that we think are important:

- Travel system (If Applicable) - Our staff are provided with baby carriers which they can use for the tiny tots. However we are all comfortable to use the slings/wraps/baby bjorns etc that you pack with you.
- **t4nanny rent pram/buggies/strollers.**
 - [Nova Maxi Cosi/ Bebe Confort](#). This all-terrain pram has 3 options for baby car seat/ child seat and infant seat
 - 100 Euro for the week or 20 euro per day.
 - [Thule Chariot Cross double Pram](#). This is a double buggy available with ski adapters if you would like to use this for yourself during your stay - t4nannies only use it as a walking pram.
 - 165 Euro for the week or 35 euro per day.
- Sunglasses- The sun reflects off of the snow and can be incredibly powerful, we recommend sunglasses for all ages from newborn+, if you have a buggy with a sun shade this is also advisable as a bonus but not an alternative. Our nannies will aim to give children of all ages experiences in the snow and that involves taking them out of their buggy.
- Footwear- There are many different outdoor activities for your children to take part in and even to get to indoor activities sometimes involves walking through snow, please bring appropriate warm, waterproof boots. Snowsuit (For younger Children)-If you have a child who is yet to take their first steps we recommend you bring a snowsuit that has feet and if you do not have this please bring some boots for them.
- Water bottle- The mountains can be a very dry environment, we always recommend that children have access to water at all times so please bring a water bottle for your child that your nanny can take out with them.

- Sun cream/Lip balm- Please bring high SPF sun cream so that our nannies can ensure your children's skin is safe whilst they are out having fun.
- Swimwear- Your nanny would love to take your children swimming, there are baby swim sessions where the pool is heated a few extra degrees to make it that much nicer every Sunday but any day of the week our nannies are trained and very competent in the water and love to share this experience. Waterplay nappies are available from the local pool for a small extra cost.

What does our nanny do with the children for lunch?

There are many different options for lunch a few are below:

- The nanny could bring the children to meet you for lunch. (If you request the nanny to stay you should pay for the nannies lunch also)
- The nanny can take your children out to a cafe or restaurant for lunch.
- You could give the nanny pocket money and they can go to the shop and get a simple picnic lunch for the children, this can then be eaten in either the chalet or out and about.
- You may already have food available in your accommodation, you just need to let your nanny know what they can or can't use.

What will our nanny do with our children?

We treat every child as an individual and we understand that not every activity is suitable for every child. We aim to do at least one indoor and one outdoor activity every day - check out our [socials](#) to get an idea of what experiences we love to share.

We tend not to bring lots of toys with us and instead have a range of craft materials and games. t4nanny is made up of a diverse team of carers and educators from early childhood to outdoor instructors who all know how to foster a sense of creativity, be it games, craft, sensory play, stories, treasure hunts, postcard creating and writing, baking and singing...the list goes on!

Most importantly we know the importance of building a relationship with your child and pride ourselves on creating a unique experience catered to the needs and interests of your little one.

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

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

Does our nanny need additional money?

Yes! If your nanny is to do any paid activities (e.g. Swimming, trampolining, yoga, Kinder Gym or Ice Skating), it is your responsibility to cover this cost, and make sure the nanny has enough pocket money to do so in advance. Other things that the nanny may need money for is lunch, or trips out and treats such as hot chocolates or crepes.

What if I want more childcare?

If you have decided you need additional hours before your holiday please contact t4nanny. If you are on your holiday and need additional hours please ask your nanny, if additional hours are completed you will be asked to sign an hours form to confirm, this is then sent to the office and you will then be invoiced at the end of your holiday.

Can I swap my daytime hours for babysitting?

Nannies get paid differently for daytime and babysitting hours. Due to this we do not allow families to swap their daytime hours for babysitting unless organized directly with t4nanny before your holiday.

Can I change my start time day to day?

Yes, however we request you give your nanny a minimum of **24 hours notice** where possible. During peak weeks it is only possible to have this flexibility if you have booked a full week, as our nannies will be allocated to multiple families and need to work within our structured AM and PM timings to be timely to all bookings.

What should I do once booked?

Double check your invoice, please check that the following things are correct:

- Start Date
- Contact Number - This should be the one you can be contacted on in resort.
- Accommodation Name - Please give location details if you have them.
- Complete our 'Family Information Form' as soon as possible, this information will outline your child/children's medical/ emotional and physical needs. The more information you share the more our nannies can better cater to your families needs.

If any of these need to be changed please contact t4nanny by phone or email as soon as possible. We will do everything we can to change the date if needed but please note it may not always be possible.

Finally...

Our nannies are all Educators/ level 3 qualified and/or have a minimum 2 years experience working with children. They have a Pediatric first aid certificate, DBS on the update system and 2 outstanding references. We have hand picked our nannies and asked returning nannies to come back into our team because they are excellent and we highly value them.

We expect our nannies to show all our clients respect and we expect this in return, if this is not the case the placement will be reviewed.

We look forward to meeting you all and providing your children with a magical experience in the Alps.



Yours Sincerely,

Elle Rasmussen | **Director**

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