



Pups & Tots Village

Childcare Master Policy & Terms of Service

Thank you for trusting **Pups & Tots Village** ("PATV") with your family's care needs. Our mission is to provide safe, dependable, and family-centered support. This policy applies to all childcare-related services, including **licensed daycare, Nanny on Wheels, transportation, and pet transport**. This policy forms part of the client enrollment agreement and applies to all PATV services.

1) Acknowledgment of Risks

By enrolling in PATV services, you acknowledge and accept that:

- Childcare and transportation activities carry inherent risks (e.g., slips, falls, minor accidents, or delays).
- PATV takes every precaution to minimize risks, but complete elimination of risk is not possible.

2) Liability Waiver

By participating in PATV services, you agree to:

- Release and hold harmless PATV, its owners, employees, contractors, and agents from any liability, claims, or damages that may occur while your child is in our care or transport.
- This waiver applies **except** in cases of **gross negligence or willful misconduct**.

3) Medical Emergencies

You authorize PATV and its drivers to:

- Provide or seek **emergency medical treatment** for your child if necessary.
- Contact you immediately in such situations.
- During transportation, drivers may contact emergency services or take your child to the **nearest medical facility** if urgent care is required.
- PATV cannot be held liable for medical decisions made in emergencies.
- Parents authorize PATV to communicate relevant medical information to emergency responders for safety.
- Parents remain responsible for any resulting medical costs not covered by insurance.

4) Parent / Guardian Responsibilities

Parents and guardians must:

- Disclose all medical conditions, allergies, and special needs in writing.
- Ensure children are **healthy and free from contagious illness** before attending daycare or transport.
- Provide appropriate **car seats/booster seats** when required, unless otherwise arranged.
- Maintain **respectful communication** with PATV staff. Harassment, threats, or unsafe conduct may result in termination of services.

5) Insurance

- Parents/guardians are encouraged to maintain their own **health and liability insurance** for children (and pets, if using pet transport).
- PATV drivers maintain **vehicle insurance**, but families remain responsible for ensuring their children and/or pets are adequately insured.
- PATV carries general liability and auto insurance as required by California law, but this does not replace family or pet insurance coverage.

6) Service-Specific Policies

Daycare

- Children are supervised at all times in a **licensed home-based environment**.
- Sick children (fever, vomiting, contagious illness) **may not attend**.
- Meals/snacks may be provided; parents must **disclose allergies** in advance.
- Children and pets remain **separated**, except for the well-trained household pet, which is always supervised.

Transportation

Service Hours:

- Monday–Friday: 7:00 AM – 9:00 PM
- Weekend or after-hours service available **upon request and subject to availability**.

Pick-Up & Drop-Off:

- Drivers wait a **maximum of 5 minutes** at pickup.
- An adult must be present unless written consent allows **independent entry** or a **trusted handoff** arrangement.

Home Access:

- Drivers **do not enter homes**, except under the **Nanny on Wheels** program.

Safety:

- All children must be properly secured in **age-appropriate car seats or boosters**.
- Drivers **never leave vehicles unattended**.

Timestamps:

- Drivers and nannies are required to send pick-up and drop-off timestamps in the family WhatsApp group at the time of arrival and at the time of departure. These timestamps serve as the official record for billing, safety verification, and handoff tracking.

First-Week Transition Policy

At **Pups & Tots Village**, we take great care to make every child's transportation experience smooth, safe, and consistent. However, during the **first week of service**—or when a **new route or driver** is introduced—there may be minor timing adjustments as everyone settles into the routine.

What to Expect

- The first few rides are a **learning phase** for both drivers and families — routes are refined, traffic patterns are learned, and school pickup processes are adjusted.
- If your child's **schedule varies day-to-day**, please note that it may take additional time to establish a reliable rhythm for that route.
- Communication may occasionally be delayed while drivers are on the road, as **safety is the top priority**, and we do not encourage texting or calling while driving.

Our Commitment

- We **proactively monitor** all new routes for timing accuracy and driver consistency.
- Adjustments are made quickly during the first week to **stabilize the schedule**.
- Any irregularities during this transition are **not reflective** of our ongoing service standards, which prioritize punctuality, safety, and dependable communication.

How Parents Can Help

- Keep your **phone accessible** during pickup windows for any route updates.
- Allow a **small grace period** during the first few days as timing settles.
- Communicate any **changes in your child's schedule** as early as possible — this helps us adjust efficiently.

We deeply value your patience and partnership as we fine-tune logistics to make daily transportation **safe, seamless, and reliable**. Once the initial week passes, most routes run like clockwork.

Nanny on Wheels

- Provides **in-home assistance**, escorting children to classes/activities, and customized care.
- Parents must **notify of cancellations by the night before** to avoid full charge.

Pet Transport

- Pets are accepted only after a **meet-and-greet** to ensure safe behavior during transit.
- Children and pets are typically transported **separately**, unless both the family and driver are comfortable with combined transport.
- Pets must be **gentle, well-mannered, and up to date on vaccinations**.
- An adult must be present to **hand over or receive pets**, unless otherwise agreed in writing.
- PATV is **not liable** for accidents, injuries, or behavior-related incidents involving pets during transport, except in cases of **gross negligence**.

7) Safety Requirements (Applies Across All Services)

Staff Credentials & Screening:

- All workers must meet role-appropriate legal requirements, including background checks, valid driver's license/insurance (for drivers), and current CPR/First Aid certification where applicable.

Transportation Safety:

- Drivers obey all traffic laws and use **hands-free devices only** if a call is necessary.
- No child rides in the **front seat**.
- **Seatbelts, car seats, and boosters** are used as required by law and best practice.
- Vehicles are maintained in **safe working condition** at all times.
- PATV reserves the right to reassign or remove any staff member or driver from a family route if safety or professionalism concerns arise.

- During transport, all children remain seated and belted; drivers perform visual checks before vehicle movement.

Supervision & Ratios:

- Children are supervised at all times; **headcounts and safe handoffs** are standard practice.

Medication:

- Non-emergency medication may be administered **only with written parent instructions** and properly labeled medication.
- Emergency medications (e.g., EpiPen) may be used as directed in emergencies.
- PATV is **not a medical provider**.

Boundaries & Conduct:

- No corporal punishment.
- Only **positive behavior support** methods are used.
- No smoking, vaping, drugs, or alcohol during services.
- No unauthorized visitors during service.

Incident Response:

- Parents are notified of any significant incident or injury as soon as practicable.
- An **incident note/report** may be provided when applicable.

Gender & Staffing Preferences

Pups & Tots Village respects the comfort and cultural preferences of families and will make reasonable efforts to accommodate gender-based requests for caregivers or drivers when scheduling allows.

However, PATV **does not guarantee** gender-specific staffing. All PATV team members are thoroughly screened, background-checked, and trained to meet or exceed safety, professionalism, and childcare standards.

Families **may not request or decline specific individuals** based on personal preference, gender, or appearance. Assignments are made according to operational needs, safety, compliance, and staff availability.

PATV maintains an inclusive, nondiscriminatory environment and reserves the right to assign qualified personnel best suited for the service, regardless of gender.

8) Child & Employee Support

Family-Friendly Workplace:

- With prior PATV approval, a driver/nanny may bring their own child **if appropriate and non-disruptive** to care.
- The employee's child remains under the employee's supervision at all times and **does not participate in client care**.
- If at any time this arrangement affects safety, quality, or comfort, PATV may **modify or discontinue** it.
- Families may opt out of this arrangement by notifying PATV in writing, and PATV will respect that preference in scheduling.
- Any approval for an employee's child on site or in vehicle must be documented in writing and may be revoked at any time at PATV's sole discretion.

9) Health & Behavior

- Children (or pets, for pet transport) showing **signs of illness** may be denied care or transport.
- **Aggressive or unsafe behavior** may result in suspension or termination of services.

10) Communication, Scheduling & Cancellations

- Weekly schedules are finalized by **Sunday** for the upcoming week.
- **Transport changes:** Notify by **6:00 AM** (morning rides) and **10:00 AM** (afternoon rides).
- **Nanny on Wheels:** Cancellations must be made **by the night before**.
- **Late cancellations:**
 - \$15 fee for transportation.

- Full charge for Nanny on Wheels.
- **No-shows:** Full fee applies.
- Transport fees are **non-refundable** and treated like daycare tuition — supporting **driver stability and service quality**.
- All communications during active service should occur through the official PATV app or approved WhatsApp route group.

11) Termination of Services

PATV may suspend or terminate services due to:

- Repeated no-shows or late cancellations.
- Non-payment.
- Aggressive, unsafe, or inappropriate conduct by a child, pet, or parent.
- Violations that compromise **safety or operations**.

12) Confidentiality & Privacy

- PATV respects family privacy and shares information **only with staff/contractors** as required to deliver services.
- Families agree **not to disclose** PATV's proprietary processes or confidential staff information.

13) Indemnification

- Parents/guardians agree to **indemnify and hold harmless** PATV, its staff, and contractors from claims, damages, or losses arising from their child(ren)'s or pet(s)'s participation, except in cases of **gross negligence**.

14) Non-Disparagement

- Parents/guardians agree **not to make, publish, or communicate** statements about PATV, its owners, employees, contractors, or services that could reasonably be considered derogatory, disparaging, or damaging to reputation or goodwill.
- This does **not restrict truthful information** required by law or to regulatory agencies.

15) Monthly Billing Policy

Pups & Tots Village operates on a recurring monthly billing model designed to maintain consistent staffing, planning, and reliability across all families we serve. Our policies vary slightly by service type to ensure fairness and clarity.

Daycare & Transportation Services

- Fees are charged as a **flat monthly rate**, similar to a daycare model.
- Monthly charges apply in full, including during family vacations, holidays, or short absences.
- This ensures we can maintain staff schedules, vehicle routes, and reserved capacity for your child.
- **Prorating** applies only for families who begin mid-month, based on the remaining school days from the start date.
- Invoices are due upon receipt and must be paid in full before service continuation. Unpaid balances after ten (10) days may result in suspension of services.

Financial & Payment Policy (Card on File & Auto-Billing)

To ensure smooth operations and avoid service interruptions, Pups & Tots Village requires a valid credit or debit card to be kept on file for all families.

- All monthly invoices are automatically charged to the card on file on the invoice due date.
- This policy allows us to manage high invoice volume efficiently and ensures continuity of care without the need for repeated payment follow-ups.
- Families are responsible for ensuring that their payment method remains current and valid at all times.
- If a payment fails, families will be notified and must update their payment method promptly.
- Repeated failed payments or lack of a valid card on file may result in temporary suspension of services until the account is brought current.

This policy is part of our commitment to maintaining consistent staffing, scheduling, and high-quality service for all families in our village.

Summer Hold Policy

Families wishing to pause during summer can hold their child's spot for the next school year by paying a **spot-hold deposit equal to 50% of the August monthly fee**.

- The deposit is billed with the **June invoice**.
- It is **non-refundable** but will be **credited toward the first invoice** when service resumes.
- If the deposit is not received by the due date, the spot will be released to families on the waitlist.

If a family terminates service, their spot will be immediately made available to the next family on the waitlist. Re-enrollment is subject to availability and a new registration fee.

Service Changes & Billing Adjustments (Required Process)

To keep staffing and routing stable for all families, all service changes must be submitted in writing to PATV (email or PATV app/approved scheduling form). Changes communicated to individual staff members, drivers, or third parties are not considered official.

Effective Date Rule

- Service changes (add/remove/pauses) take effect starting the next billing cycle, unless PATV confirms a different effective date in writing.
- Mid-month changes are not guaranteed and, when approved, may be handled through a forward credit rather than revising prior invoices.

No Retroactive Invoice Rewrites

- Once an invoice is issued and a billing period has ended, PATV does not retroactively modify prior invoices based on later requests, preferences, or changes in utilization.
- If an adjustment is warranted, it will be applied as a credit on a future invoice, at PATV's discretion and based on documented records.

Enrollment vs. Utilization

- Services that are enrolled/reserved (daycare, recurring transportation routes, weekly Nanny-on-Wheels blocks, etc.) are billed based on reserved capacity and staffing, not minute-by-minute utilization.
- Minimal or inconsistent usage does not automatically generate a refund or credit unless PATV is unable to provide the scheduled service (see Refund Policy).

Billing Records & Source of Truth

- Billing is based on the official records for that service, which may include:
- submitted weekly schedules/forms,
- confirmed service plans,
- app logs (when applicable),
- and route WhatsApp timestamp logs for transportation

Nanny-on-Wheels & Senior Care Services

These services are billed **by package**, based on the total number of hours or days in the selected plan.

- Packages must be **prepaid in full** prior to the start of service.
- Unused hours expire at the end of the package term and are **non-transferable and non-refundable**.
- Hours deducted as used; time rounded to nearest 15 minutes.
- All invoicing questions must go through PATV for accuracy.

Dog Care Services

Dog boarding, sitting, and daycare are charged **by stay duration** (daily or nightly).

- Reservations are confirmed once payment is received.
- Cancellations made within 48 hours of the scheduled stay may be subject to a charge.

Refund Policy

We do not offer refunds or credits for missed days, early pickups, vacations, or voluntary cancellations.

The **only circumstance** in which a refund or credit may be issued is if **Pups & Tots Village is unable to provide the scheduled service due to an unforeseen internal reason**, such as staff unavailability, emergency closure, or operational interruption.

Why We Do This

Our billing model ensures fairness, consistency, and quality across all services. By maintaining a predictable structure, we can uphold staffing commitments, safety standards, and reliable care for every family in our Village community.

16) Shared Transportation & Delay Policy

Pups & Tots Village transportation operates as a **community-based shared service**, designed to make school commutes smoother for families while maintaining safety, reliability, and fairness for all. Each route is planned carefully to balance timing, distance, and staffing — but occasional variations can occur due to real-time traffic, school congestion, or family readiness. Families subscribed to the premium driver plan will receive advance notice if their dedicated driver is unavailable; a qualified substitute will be provided.

Route Timeliness

- Drivers follow a tightly scheduled route each morning and afternoon.
- Drivers wait a maximum of five (5) minutes at pickup unless a delay is communicated and confirmed.
- If a child is not ready within that time, the driver will notify the route coordinator and continue, to avoid impacting other students.
- Afternoon drop-off times may vary by **5–10 minutes**, depending on school dismissal patterns or traffic flow.

- All route updates and communications will eventually move from WhatsApp to the PATV app for safety and record-keeping.

Shared Responsibility

Because multiple families share each route, **one child's delay can create ripple effects** that affect everyone.

We encourage all families to have children ready a few minutes early and to keep communication open through the WhatsApp route group or the PATV app (once launched).

Communication & Coordination

If recurring issues arise — such as consistent late readiness or repeated pickup delays — PATV management will reach out directly to discuss a fair and practical solution.

Our goal is always to support **every child's on-time arrival** while recognizing the realities of family routines and community interdependence.

Communication Boundaries During Transit

To protect safety and minimize distractions, **families should not call drivers while they are driving.**

- All non-urgent communication should go through the **route WhatsApp group** or the **PATV coordinator**.
- Drivers are instructed not to answer calls while the vehicle is in motion.
- If there is an urgent situation (e.g., last-minute cancellation or emergency), families should **message the group or call the PATV main line** — the operations team will relay updates to the driver safely.
- Drivers must not text or answer calls while operating a vehicle. Parents should route urgent updates to the PATV main line for immediate relay.

This ensures that our focus remains on what matters most — **the safety of every child in the vehicle.**

Realistic Expectations

Our goal is consistency, not perfection.

Even with detailed route planning, variables such as school traffic, weather, or another child's readiness may occasionally cause minor delays.

Across the school year, our on-time performance averages **90% or higher**, consistent with or exceeding most school transportation standards.

We ask families to approach this service as a partnership built on trust, communication, and shared flexibility.

Driver Safety Boundaries

Drivers are instructed **never to rush, speed, or leave a child unattended** in order to stay on schedule. Safety always takes priority over punctuality.

Families are asked to respect this policy and support our staff in maintaining calm, safe, and predictable routes for all.

Adjustment Period

Each new route may experience a brief **adjustment phase during the first week** as drivers learn school layouts, gate procedures, and pickup patterns. PATV continuously monitors and refines route timing to improve reliability and efficiency.

Acknowledgment

By enrolling in PATV's transportation program, families agree to follow these guidelines and participate in the spirit of community, understanding that shared systems require mutual respect and flexibility to work well for everyone. PATV may update this policy as needed. Families will receive notice of any material change at least 14 days in advance. This policy is governed by the laws of the State of California.

17) VILLAGE INTEGRITY POLICY

Purpose

Pups & Tots Village (“PATV”) operates as a coordinated childcare, transportation, nanny, pet-care, and family-support ecosystem.

To maintain safety, continuity, and fairness for families and caregivers, all service arrangements must remain within PATV systems.

This section establishes the standards, expectations, and consequences related to off-platform arrangements.

Policy Summary

All scheduling, communication, and payments for childcare, transportation, nanny, tutoring, pet-care, and senior-care services must occur through PATV-approved channels only.

This applies to both clients and caregivers.

Private or off-platform arrangements are strictly prohibited.

This policy ensures:

- verified safety and handoff logs
- backup caregiver availability
- protection under PATV insurance
- continuity of care
- accountability and professional standards
- protection of caregiver livelihood and client safety

Client Responsibilities

Clients agree to the following:

1. All bookings must be submitted through PATV scheduling systems (app, weekly forms, or official communication channels).
2. Payment must be processed through PATV only.
3. Clients may not request, negotiate, or accept private nanny, dog-care, or transportation arrangements outside PATV.

4. Clients must immediately report if a caregiver offers private work or off-platform services.
5. Clients understand that off-platform engagements remove all protections, including:
 - backup care
 - safety verification logs
 - insurance coverage
 - replacements
 - schedule guarantees

Consequences for Clients

Clients who violate this policy may face:

1. Immediate suspension of services
2. Loss of backup care access
3. Loss of loyalty credits, promotions, and priority scheduling
4. A \$150 reactivation fee if reinstatement is approved
5. Permanent termination of services for repeated violations

Rationale & Safety Considerations

This policy is essential to protect:

- safety of children
- caregiver accountability
- emergency and backup coverage
- reliability standards for all families
- stability of caregiver income
- insurance and liability compliance

Off-platform arrangements jeopardize safety, disrupt schedules, and undermine community trust.

Nanny Conversion / Placement Fee

If a client enters into a private, off-platform, or direct caregiving arrangement with a caregiver originally introduced by Pups & Tots Village at any time during the placement or within twelve (12) months following the placement, a conversion fee will be due.

The conversion fee is equal to four (4) weeks of the caregiver's gross pay, capped at \$5,000, and is due immediately upon conversion.

This fee applies regardless of whether the arrangement is disclosed to Pups & Tots Village and reflects placement, screening, onboarding, training, and coordination costs already incurred by PATV.

Nanny Placement Commitment, Transitions & Early Termination

1. Placement Commitment Period

Long-term caregiver placements through Pups & Tots Village are initiated with a **minimum commitment period of ninety (90) days**. This period allows time for children, families, and caregivers to settle into a routine and for our team to provide appropriate support and adjustments as needed.

Our goal during this period is continuity, stability, and problem-solving — not abrupt transitions.

2. Addressing Concerns & Caregiver Mismatch

If at any point during the placement a family has concerns about the caregiver, those concerns must be communicated **promptly and while care is ongoing** so they can be addressed.

When concerns arise, our default response is to:

- work with both parties to resolve the issue, or
- offer a **replacement caregiver**, where appropriate.

Raising concerns does not automatically end the placement or the commitment period. Our priority is to support resolution and maintain continuity of care whenever possible.

3. Replacement vs. Early Termination

If care ends before the 90-day commitment period, the following applies:

- A replacement caregiver will be offered whenever feasible.
- If the family **accepts a replacement**, no early termination fee applies.
- If the family **declines a replacement and chooses to end care entirely**, an early termination fee will apply as outlined below.

Replacement offers may be communicated verbally or in writing and documented by Pups & Tots Village.

4. Early Termination Fee

If a family elects to end a placement before completing the 90-day commitment period **and declines a replacement**, an early termination fee will be assessed as follows:

- 0–30 days: **\$1,000**
- 31–60 days: **\$750**
- 61–90 days: **\$500**

No early termination fee applies once the 90-day commitment period is completed.

This fee is intended to offset recruiting, vetting, onboarding, and coordination costs already incurred. It is not a penalty.

5. Exceptions

The early termination fee may be waived in cases involving:

- substantiated safety concerns
- repeated no-shows or reliability issues after attempted resolution
- clear misrepresentation of caregiver qualifications or scope of care

Determinations are made at the discretion of Pups & Tots Village based on documented information.

6. Direct Hiring & Transitions

Caregivers introduced through Pups & Tots Village may not be engaged directly outside of our platform **during or following a placement** unless a formal transition has been reviewed and approved in advance by our team.

If a family wishes to pursue a direct arrangement, this must be discussed with Pups & Tots Village so it can be handled transparently and fairly.

7. Close-Out Process

A placement is considered formally closed only once:

- the final date of care is confirmed, and
- the close-out process is completed with Pups & Tots Village.

Until that point, placement terms and policies remain in effect.

Why This Policy Exists

Pups & Tots Village invests significant time and care into building safe, reliable matches for families and caregivers. These policies allow us to:

- keep monthly rates accessible
- support caregivers fairly
- offer replacements when things don't work
- and maintain a sustainable care network for everyone involved

Village Culture Statement

A Village only works when everyone protects it. At PATV, families and caregivers share responsibility for maintaining integrity, safety, and trust.

When all services stay within the Village, everyone benefits — reliably, safely, and fairly.

