



Please find answers below to some of the questions that parents often ask us when considering booking through Sitters NI:

*If your question is still unanswered call us on **07753605810***

or email us at sittersnorthernireland@aol.com

Q: How much does Sitters NI charge?

A: Our weekend and evening rate is £7.50 per hour.

You pay your sitter directly and we ask that you 'round up' your payment to the nearest hour/half hour.

We currently accept CASH payment only.

[See below for information on our mileage charge.](#)

Q: Is there a minimum booking time?

A: Our Minimum Booking is for two hours on weeknights and a minimum three hour minimum booking at weekends.

Q: How do I pay my sitter for the service?

A: It is your responsibility to pay your sitter directly in cash. As the business grows this arrangement may change - as we plan to offer online payments and a deposit system to secure bookings.

We ask that you 'round up' your payment to the nearest hour/half hour.

Q: Do I pay for travel or travel time?

A: Mileage within a ten mile radius of Bangor is free, however if outside this radius we charge 45 pence per mile. We do not currently charge for travel time.

Q: What happens if I need to cancel my booking?

A: We have a two day notice cancelation policy.

Sitters have willingly given up their evening to look after your child/ren we therefore ask you to give us as much notice as possible if you need to cancel your booking.

Q: How do I know that the sitter I use has relevant experience and/or qualifications?

A: All Sitters are experienced and capable individuals who have a background in working within the Childcare sector. All of our Sitters are required to have a childcare qualification. Each Sitter is vetted (Access NI) and Sitters NI hold written references for all our Sitters.

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Q: How do I know that the sitter I use has been police checked and has references?

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Q: Is there a maximum number of children per sitting?

A: The safety of your children is paramount and there are limits as to what we at Sitters NI consider to be good practice. Therefore we must limit the numbers of children and restrict the sitting to **ONE** family only. Under usual circumstances if there are more than 2 children under three years old OR more than 4 children in total - a second Sitter is required.

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Q: Can I have the same sitter each time I book?

A: To provide continuity for your child/ren it is best that wherever possible the same sitter provides your service. This may not however, always be possible. We recommend that you get to know two or three sitters and we will endeavour for them to cover your booking. Please tell us at the time of booking if you have a preferred sitter.

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Q: Can I meet the sitter beforehand?

A: Dependant on the age of your child/ren we recommend that on (at least) your first sitting that the sitter arrives 20 minutes before you plan to leave. This will allow you to complete the necessary information sheets and allow the opportunity for your child/ren to meet the sitter. If you are nervous about leaving your child for the first time, we suggest that you're first outing be local and that you plan to arrive home early.

If the child/ren are ready for bed the sitter could read a bedtime story or for older children play a game – this will give both you and the child/ren peace of mind so that everyone feels comfortable with the arrangement.

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Q: Can Sitters provide care for my children during the day?

A: Most of our bookings are for the evening; however we can occasionally cover a daytime sitting service. Contact us to enquire about availability.

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Q: I have some uncertainty about leaving my children with someone I don't know.

A: Many parents have feelings of uncertainty when they leave their children with a sitter for the first time - and then afterwards they wonder what they were concerned about! Our sitters are experienced childcare workers and have chosen to work with children because they enjoy it. You'll find that they are quick to put you and your family at ease.

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Q: Do you provide Sitters for school pick-ups?

A: Sitters NI do not provide a school pick up service. The primary role of Sitters NI is to offer a quality babysitting service in your own home. (We also offer Sitting services at venues for events such as weddings). If you require a school pick up service / childcare visit Family Support NI for details of registered Childcare provision.

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Q: Can Sitters NI cater for a child with a disability / particular needs?

A: Some of our sitters may have experience of working with children with a disability / particular needs. We will always try to match sitters with the needs of the family/children. Therefore we are happy to discuss with you your particular needs.

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Q: How much notice do you need if I want to book a Sitter?

A: We advise that you book your Sitter as much in advance as possible. We will however always try to meet those last minute needs - even if we're given as little as four hours' notice. To avoid disappointment we are happy to take bookings well in advance (even up to three months).

You will be asked to complete a booking form to secure your booking. Once received we will then send you a confirmation email with details of your Sitter.

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Q: Do sitters stay after midnight?

A: Our Sitters are happy to stay post-midnight – but we do ask you to give us an approximate 'return home' time. We recommend that you communicate with your Sitter directly if plans change throughout the evening.

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Q: Do you charge a membership or booking fee?

A: We currently do not charge a membership or booking fee. However, we will review this as the business grows.

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Q: I'm staying over at a wedding – can you offer a Sitting service at the hotel?

A: Sitters NI are now offering this new service - allowing parents to party on into the wee small hours! Contact us for details.

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