

KIDCABOO CANCELLATION POLICY

March 21, 2023

Kidcaboo is grateful to be trusted and relied heavily upon by our clients, families, partners and schools. Much of the credit for the reputation we've built, is due to our incredible Driving Nannies. Their record of showing up on time, as requested, caring for our clients as needed, communicating beautifully with our families and schools, and going above and beyond to ensure the safety and happiness of each child in our care is remarkable. Each Driving Nanny is chosen through a thorough background review and extensive interview process. During our final meetings with the Driving Nannies about to join our team, we reiterate Kidcaboo's pledge to show up each time for our families, and they, without hesitation, conduct their work as such.

Kidcaboo was founded to provide flexibility to families. As a busy, working mom, our founder created Kidcaboo almost solely to offer this. Given that, the initial idea was to allow for cancellations, with no consequence to clients, at any time. And then, we built our team, saw the commitment being made, and knew it was only right for them to receive the same security and commitment they offer our clients and Kidcaboo as a whole.

Given this, we have created a cancellation policy we believe offers flexibility to our clients and their changing schedules, but that is also fair to all those who care for your children. Driving Nannies schedule rides anticipating compensation for this time they set aside, so that they can pay bills, for school, their children and to live. Whereas they respect your need for flexibility, they recognize their need to earn relied upon income. Replacing work overnight or in the early morning hours is very difficult. If enough notice is offered during reasonable, daytime hours, when it is appropriate to contact other potential clients, the opportunity to recoup the loss of expected income becomes feasible.

Given this, our cancellation policy is as follows:

If a ride is cancelled eight business hours before a ride is to begin (business hours for this purpose have been set at 9am-6pm*), a client is reimbursed 100% of the cost of the ride.

If a ride is cancelled between two and eight business hours (again, 9am-6pm) before the ride start time, a client is reimbursed 50% of the cost of the ride.

If a ride is cancelled less than 2 business hours (again, 9am-6pm) before the ride start time, a client is charged 100% of the ride cost.

NOTE: KIDCABOO'S BUSINESS AND OPERATIONS HOURS ARE NOT LIMITED TO 9AM – 6PM.