

MASTER SERVICES AGREEMENT — BOUNDLESS LIFE PACKAGE

This Master Services Agreement (this "Agreement") is entered into as of _____, by and between Travel Nanny Concierge Inc., a Delaware corporation located at 16192 Coastal Highway, Lewes, Delaware 19958, doing business as www.travelnanny.com (the "Company"), and _____ individually and/or collectively as parents or legal guardians (the "Family").

The Company and the Family are referred to individually as a "Party" and collectively as the "Parties." From time to time, the Company may introduce or assign an independent childcare provider (the "Nanny"), _____ to provide Childcare Services to the Family pursuant to separate booking confirmations (each, a "Booking").

Boundless Life Partner Acknowledgment (Not a Party). This Agreement governs Childcare Services purchased by the Family through the Company's Boundless Life partner page (a "Package"), each Booking under a Package being a "Session." Boundless Life introduces the Company's services to its members but is not a party to this Agreement, does not provide Childcare Services, and has no obligations or liability to the Family under this Agreement. All questions, complaints, and refund requests shall be directed to the Company. If Section 5A (Boundless Life Package Terms) conflicts with any other provision of this Agreement, Section 5A controls.

The Parties hereby agree to the following terms and conditions:

Section 1. Term

This Agreement shall commence on _____ and shall terminate on _____ (the "Term"), unless modified or terminated in accordance with the provisions of this Agreement.

This Agreement is limited in duration to the specific engagement set forth herein and does not constitute a recurring or ongoing obligation by any Party beyond the Term. Any extension of the Term must be agreed to in writing by all Parties prior to the original End Date. No oral modification to the Term shall be enforceable.

1.1 Holdover. If the Family continues to utilize the Nanny's services beyond the End Date without executing a written extension, the terms of this Agreement shall continue to apply to any such holdover period on a day-to-day basis, and the Family shall remain liable for all applicable Fees during such period. The Company reserves the right to bill holdover time at the standard or overtime rate, whichever applies.

Section 2. Children

2.1 The Nanny agrees to provide Childcare Services to the following child(ren) during the Term of this Agreement:

Name	Gender	Age	Notes / Special Needs (if applicable)
Child Full Name	Male / Female	Age	—
Child Full Name	Male / Female	Age	—

2.2 The Family represents and warrants that all information provided regarding the Child(ren), including age, health conditions, allergies, dietary restrictions, medications, behavioral, developmental, psychological, medical, or physical needs or conditions, is accurate, current, and complete as of the date of this Agreement.

2.3 The Family shall promptly notify the Company and the Nanny of any material changes to such information

prior to or during the Term, including any newly diagnosed conditions, material behavioral or developmental, safety concerns, or changes in medication.

2.4 Undisclosed Conditions. If a Child exhibits behavioral, developmental, psychological, medical, or physical needs or conduct that were not disclosed prior to the Booking as required under Section 2.2 and 2.3 and that materially affect the Nanny's ability to safely or reasonably perform the Services, the Company reserves the right to: (a) adjust the applicable Service Fee to reflect the additional scope; (b) work with the family to reassign or replace, or add an additional Nanny where reasonably available and appropriate; and/or (c) cancel the Booking pursuant to Section 9. The Nanny shall separately retain the right to terminate Childcare Services pursuant to Section 9.4.2(e). In such an event, payment or refund rights shall be governed by Section 9.5.

2.5 Maximum Number of Children. One Nanny may care for a maximum of three (3) children per Session. The Company does not provide a second Nanny for Package Bookings.

2.6 Ages. Childcare Services are available for children aged six (6) months through twelve (12) years.

2.7 Unlisted Children. Only the Child(ren) listed in Section 2.1 may be cared for during a Session. The Nanny may decline to care for any other child, including children of other families. If the Family leaves an unlisted child in the Nanny's care without the Company's prior written approval, this shall be treated as a material misrepresentation under Section 9.4.2(d), the Nanny may terminate the Session without refund, and the Family shall be solely responsible for any claims arising from the care of that child.

Section 3. Scope of Services

3.1 Company Services. The Company provides childcare placement, coordination, and concierge services, including identifying and vetting Nannies, managing Booking logistics, processing payments, and providing operational support. The Company's role is limited to these coordination and facilitation activities as further described in this Agreement.

3.2 Childcare Services. Childcare Services are performed exclusively by an independent Nanny and not by the Company. The specific terms of each Booking, including dates, times, location, and applicable Fees, shall be set forth in a Booking Confirmation, which is incorporated into and governed by this Agreement.

3.3 Nanny Responsibilities. The responsibilities of the Nanny shall include, but not be limited to, the general everyday care of the Child(ren), in addition to those responsibilities and obligations detailed in Exhibit A. The aforementioned responsibilities shall be collectively referred to as the "Services."

3.4 Scope of Limitations. The Nanny is engaged solely to provide Childcare Services as described in the Booking Confirmation and Exhibit A. The Family shall not request, and the Nanny may perform but is not obligated to perform, tasks outside that scope, including but not limited to: household cleaning unrelated to childcare, personal errands for the Family, driving the Family's personal vehicle without prior written authorization, or any task that the Nanny reasonably deems unsafe or outside their professional role. Requests for out-of-scope services shall be directed to the Company for evaluation and, if approved, shall be documented in a written amendment to the Booking Confirmation with any applicable fee adjustment.

3.5 No Guaranteed Availability. Prior to Nanny placement, the Company does not guarantee the availability of any particular Nanny or the ability to fulfill any Booking request. The Company will use commercially reasonable efforts to identify a suitable Nanny for each request submitted by the Family.

3.6 Modifications. Post-confirmation modifications to a Booking are permitted only at the Company's discretion and must be processed exclusively through the Company's platform. Modifications do not alter the applicable cancellation or refund schedule unless expressly confirmed in writing by the Company.

Section 4. Schedule and Location

4.1 Scheduled Hours. The Nanny agrees to provide Childcare Services in accordance with the following schedule:

Date	Day	Hours	Time Zone
Date	Day	Start Time – End Time	Time Zone
Date	Day	Start Time – End Time	Time Zone

4.2 Location. The Nanny is required to provide Services at the following address and shall also be available to accompany the Family during outings as specified in the Booking Confirmation:

Hotel / Residence: _____

Address: _____

4.3 Schedule Adherence. The Nanny and the Family shall adhere to the scheduled hours set forth in the Booking Confirmation. Any deviation, including early departure or extension of hours, shall be communicated to the Company promptly and documented appropriately for payment purposes.

4.4 Overtime. Hours performed in excess of those specified in the Booking Confirmation shall be billed at the Additional Hours rates set forth in Section 5.1.

4.5 Late Return by Family. If the Family fails to return to relieve the Nanny at the scheduled end time of the Booking, the following shall apply:

(a) Overtime Charges. Any time the Nanny is required to remain with the Child(ren) beyond the scheduled end time shall be automatically billed at the applicable Additional Hours rate set forth in Section 5.1. Overtime shall be calculated in fifteen (15) minute increments, with any partial increment rounded to the next fifteen (15) minutes.

For purposes of clarity, overtime shall be calculated as follows:

Time Period	Billing Increment
7:10 PM to 7:15 PM	One (1) fifteen (15)-minute increment
7:20 PM to 7:30 PM	One (1) fifteen (15)-minute increment

(b) Authorization to Charge. The Company shall be authorized to charge the Family's payment method on file for such additional time without further notice; and

(c) Repeated late returns may be treated as a material breach of this Agreement and may result in future Booking restrictions or account suspension at the Company's discretion.

4.6 Travel and International Engagements. For Bookings involving international travel or services provided in a jurisdiction other than the United States: (a) the Nanny is solely responsible for ensuring that the Nanny's presence at the service location complies with all applicable visa, work authorization, and local employment laws.

Section 5. Compensation and Payment Terms

5.1 Package Fee. The Family shall pay the Company the Package fee set forth below, in full, at the time of purchase. The Package fee includes the hourly rate for all Sessions in the Package, all placement and concierge coordination, and the Nanny's standard transportation to and from the service location. No booking fee, placement fee, or deposit shall be charged. The Package fee excludes Additional Hours, late-night taxi fares under Section 5.1.2, meals under Section 16, and transportation costs for outings, which shall be billed separately as needed.

Item	Value
Package purchased (all prices include tax)	☐ The Landing: 2 Sessions / 10 hours — JPY 64,000 ☐ The Weekly Reset: 3 Sessions / 15 hours — JPY 83,000 ☐ The Season Pass: 5 Sessions / 25 hours — JPY 119,000
Additional Hours (requested 48 hours or more before the start time)	JPY 7,500 per hour (including tax)
Additional Hours (requested within 48 hours of the start time, including extensions during a Session and late returns)	JPY 8,800 per hour (including tax)
This Session	Session ____ of ____ Date: _____ Hours: _____

5.1.1 Additional Hours. Hours beyond the five (5) hours of a Session, and any hours purchased outside a Package, are billed at the Additional Hours rates set forth above, in fifteen (15)-minute increments. The higher rate applies to Additional Hours requested within forty-eight (48) hours of the start time, including extensions requested during a Session and time resulting from the Family's late return under Section 4.5.

5.1.2 Late-Night Taxi. If a Session or extension ends after 23:30, the Family shall pay the Nanny's taxi fare home at actual cost.

5.2 Payment Processing. All payments shall be processed exclusively through the Company's designated payment processor. The Family authorizes the Company to charge the Family's payment method on file for all amounts due.

5.3 Overtime and Additional Services. The Service Fee covers only the Services scheduled at the time of Booking. Overtime hours and any additional or upsell services shall be billed separately and are not included in the original Booking Confirmation total.

5.4 Payment for All Time Worked. Regardless of any cancellation, early termination, or dispute, the Family remains fully responsible for payment of all Childcare Services performed by the Nanny up to the moment of conclusion or termination of any Booking. This obligation is absolute and is expressly for the benefit of both the Company and the Nanny.

5.5 Disputed Hours. If the Family disputes the number of hours worked, the Family must notify the Company in writing within twenty-four (24) hours of the Booking's conclusion. Absent timely written notice, the hours reflected in the Company's records shall be deemed conclusive and binding. The Company's internal time records, Booking Confirmation, and any communications between the Parties shall constitute prima facie evidence of hours worked.

5.6 Chargebacks. A Family who initiates an unauthorized chargeback through their payment provider in lieu of

pursuing a dispute through the Company may be subject to account suspension, recovery of chargeback-related costs, and termination of this Agreement. The Company reserves the right to contest all chargebacks in its sole discretion.

5.7 Non-Circumvention. The Family shall not directly compensate, tip, or otherwise pay the Nanny outside of the Company's payment system, except for customary gratuities in amounts consistent with local practice. Any attempt to compensate a Nanny directly in exchange for services outside the platform shall constitute a material breach of this Agreement.

5.8 Remittance to Nanny. The Company shall remit the Nanny's applicable compensation, net of any applicable service or administrative fees, within twenty-four (24) to forty-eight (48) hours after receiving confirmation from the Family that the Services have been completed satisfactorily. If such confirmation is received on a Friday or Saturday, payment shall be processed on the following Sunday.

The Nanny's right to receive earned compensation for time worked is unconditional and shall not be withheld due to any dispute between the Company and the Family, except as required by law or a valid court order.

Section 5A. Boundless Life Package Terms

5A.1 Payment and Consent. The Family pays the full Package fee at the time of purchase, before any Nanny is matched. By completing the purchase, the Family agrees to this Agreement, including this Section 5A. Each Session is then confirmed by the Family's signature of this Agreement for that Session and a Booking Confirmation.

5A.2 Sessions. Each Package includes a minimum of two (2) Sessions. Each Session consists of five (5) consecutive hours of Childcare Services, booked as a single block. Sessions may not be split or combined. A Session ended early by the Family, or for which the Family is late or not present, is treated as a fully used Session.

5A.3 First Free Hour. The Family's first Session includes one (1) additional hour at no charge, so that the first Session is six (6) hours. This benefit applies once per family, has no cash value, and is not refundable.

5A.4 Validity; No Transfer. A Package is valid for one (1) year from the date of purchase (the "Validity Period"), including after the Family's Boundless Life stay ends. Packages and Sessions may not be transferred to another family or exchanged for cash or credit.

5A.5 Booking Requests. The Family shall request each Session at least two (2) days before the requested start time. The Company will use commercially reasonable efforts to match a Nanny for each request but does not guarantee availability.

5A.6 Unmatched Sessions. If the Company cannot match a Nanny for a Session requested in accordance with Section 5A.5, the Family shall receive a full refund of the Session Value of that Session. Requests made less than two (2) days before the start time are handled on a best-efforts basis only; if such a request cannot be matched, no refund shall be issued, and the Session remains available for another request within the Validity Period.

5A.7 Session Value. For all refund purposes, the value of one Session (the "Session Value") equals the Package fee divided by the number of Sessions in the Package.

5A.8 Unused Sessions. It is solely the Family's responsibility to request all Sessions within the Validity Period. Any Session not requested before the end of the Validity Period shall expire without refund, credit, or transfer, whether or not any earlier Session has been used. The Family's decision or failure to request a Session shall not constitute a failure of performance by the Company.

5A.9 Package Cancellation. The Family may cancel the Package for a full refund within fourteen (14) days of

purchase, provided that no Session has been booked. After fourteen (14) days, or once any Session has been booked, the Package fee is non-refundable except as provided in Sections 5A.6, 9.2, and 9.3.

5A.10 Refund Timing. Refunds under this Agreement are made to the original payment method within fourteen (14) days of the date the refund is confirmed.

5A.11 Continuity of Nanny. The Company will make reasonable efforts to assign the same Nanny for all Sessions in a Package but does not guarantee a specific Nanny. The Family may request a different Nanny for future Sessions, subject to availability.

5A.12 Sharing with Boundless Life. The Family consents to the Company sharing limited booking information (the Family's name, stay dates, and Package purchased) with Boundless Life solely for partnership administration. No information about the Children shall be shared.

Section 6. Company Role and Limitations

6.1 Placement and Coordination Only. The Company's obligations are limited to: (a) receiving and processing Booking requests; (b) identifying and screening Nannies; (c) issuing Booking Confirmations; (d) processing and remitting payments; and (e) providing operational support as described in this Agreement.

6.2 No Control Over Service Delivery. Beyond the initial vetting of the Nannies, the Company does not supervise, direct, or control the manner in which any Nanny performs Childcare Services. The Company is not responsible for service delivery decisions made by the Nanny during a Booking.

6.3 No Warranty of Service Quality. Beyond the initial vetting of the Nannies, the Company does not warrant, represent, or guarantee the quality, suitability, safety, or reliability of any Nanny or the Childcare Services they deliver. Any background screening or vetting performed by the Company does not constitute an endorsement or guarantee of any Nanny.

6.4 No Employment Relationship. Nannies are independent contractors and are not employees, agents, or representatives of the Company. Nothing in this Agreement creates an employment, staffing, joint venture, or agency relationship between the Company and any Nanny.

6.5 Assumption of Risk. The Family acknowledges that: (a) the Company functions solely as a placement and coordination service and does not supervise or control Nannies during the performance of Childcare Services; (b) Childcare Services involve inherent risks, including the risk of illness, injury, disability, or death, and the Family freely and willfully assumes those risks in connection with each Booking; (c) it is the Family's responsibility to independently assess whether a Nanny is suitable for their Family and Children based on the information provided through the Company; and (d) recreational, water-based, and travel-related activities carry additional inherent risks, and the Family assumes full responsibility for authorizing and facilitating such activities. The Family's assumption of risk under this Section 6.5 is intended to be construed broadly and applies to all inherent risks of Childcare Services. Nothing in this Section shall be deemed to limit any claims arising from conduct that is finally adjudicated by a court of competent jurisdiction to constitute gross negligence or willful misconduct by the Company, and any such recoverable claims shall be limited to direct losses only.

6.6 Platform Support. The Company shall make reasonable efforts to be accessible to the Family and the Nanny during active Bookings through a designated emergency contact channel.

6.7 Company's Right to Substitute. The Company reserves the right to substitute a confirmed Nanny with a qualified replacement prior to the commencement of a Booking where the originally confirmed Nanny becomes unavailable due to illness, emergency, or other reasonable cause. The Company shall provide the Family with reasonable advance notice of any substitution. A substitution shall not constitute grounds for cancellation without penalty by the Family unless the replacement Nanny is materially unqualified for the

specific Booking.

Section 7. Service Standards

7.1 Company Standards. The Company shall apply reasonable care in screening and selecting Nannies for Family Bookings and shall maintain service standards and conduct policies applicable to all Nannies. In furtherance of this obligation, the Company operates a Travel Nanny™ Verified program pursuant to which every Nanny listed on the Company's platform must satisfy the following eight prerequisites prior to placement: (a) Applicant Screening and Pre-Qualification; (b) Identity Verification and Documentation Checks; (c) Live Interviews and Skills Assessment; (d) Reference Checks and Background Review; (e) Training, Standards, and Performance Expectations; (f) Optional Pre-Trip Family Introduction; (g) In-Trip Support and Issue Resolution; and (h) Post-Booking Review and Policy Enforcement, each as further described in Exhibit B. The Company confirms that the Travel Nanny™ Verified program is generally applied to Nannies prior to listing on the platform. The Company reserves the right to modify, update, suspend, or enhance the Travel Nanny™ Verified program and its requirements at any time in order to maintain and improve evolving trust, safety, and service standards. The most current description of the Travel Nanny™ Verified program may be found at www.travelnanny.com.

7.2 Nanny Standards. As a condition of listing on the Company's platform, each Nanny is required to agree, by way of Exhibit A, to (a) perform Childcare Services in a professional, safe, and competent manner; (b) maintain continuous supervision of the Children during all Bookings; (c) follow care instructions provided by the Family; (d) refrain from consuming alcohol, using controlled substances, or smoking during any Booking; (e) refrain from personal use of mobile devices in a manner that impairs supervision; and (f) comply with all applicable laws.

7.3 Swimming and Water Activity Responsibility. The parties acknowledge that water-based and aquatic activities present heightened safety risks that require appropriate adult supervision. The Family expressly acknowledges that Nannies are childcare professionals and not trained lifeguards or water safety specialists. For any swimming, water-based, or aquatic activity: (a) at least one capable adult Family member must be present in or near the water at all times, regardless of the Children's swimming ability or experience; and (b) the Nanny may decline to facilitate water-based activities without penalty if adequate adult supervision is not present. The Family assumes all risk of injury or harm arising from aquatic or recreational activities. The Family acknowledges and accepts the inherent risks of aquatic activities and agrees that any claims arising from such activities shall be limited to that of the Nanny and consequent losses directly caused by the Nanny's gross negligence or willful misconduct, as finally determined by a court of competent jurisdiction, and any such recoverable losses shall be limited to direct damages only.

7.4 Travel-Based Services. For Bookings involving travel with the Family or performance at a hotel, resort, or destination, the Nanny shall familiarize themselves with the service location and comply with any venue-specific policies, subject to the limitations of their role as a childcare provider.

7.5 Property and Equipment. The Nanny shall handle the Family's property, equipment, and appliances with reasonable care. The Nanny shall not operate the Family's personal vehicle, without the Family's express prior written authorization and confirmation that the Nanny is covered under the Family's applicable insurance policy. Any property damage caused by the Nanny's negligence shall be reported to the Company immediately and may be subject to deduction from the Nanny's compensation or recovery through applicable insurance. The Company shall not be liable for property damage caused by the Nanny.

Section 8. Family Obligations and Conduct

8.1 Cooperation. The Family shall cooperate with the Nanny and the Company in a professional and respectful

manner and shall provide the Nanny with all information, access, and resources reasonably necessary to perform the Childcare Services.

8.2 Safe Environment. The Family shall ensure that the service location is reasonably safe for the Nanny and the Children and shall disclose any known hazards, security concerns, or conditions that may affect the Nanny's ability to safely perform Services prior to the Booking.

8.3 Accurate Child Information. The Family shall provide complete and accurate information regarding each Child's health, allergies, behavioral developmental, psychological, medical, or physical needs or conditions, medications, emergency contacts, and any other conditions material to the safe performance of Childcare Services, and shall update such information promptly if circumstances change.

8.4 Emergency Contact. The Family shall provide at least one emergency contact (other than themselves) with current and accurate telephone information and shall ensure that such contact is available and capable of responding during the scheduled Booking.

8.5 Parental Accessibility. The Family shall remain reasonably reachable by phone or message during any Booking where the Nanny is in sole supervision of the Children. If the Family anticipates being unreachable (e.g., during a flight, event, or activity), the Family shall: (a) notify the Company and the Nanny in advance; (b) designate a local emergency contact who can respond within one (1) hour; and (c) provide the Nanny with all necessary authorizations for emergency medical decisions during that period.

8.6 Respectful Conduct. The Family and all household members shall treat the Nanny with dignity and respect and shall not engage in conduct that is aggressive, abusive, threatening, harassing, discriminatory, intoxicated, or otherwise inappropriate. Violation of this obligation may result in immediate termination of Services pursuant to Section 9 and suspension of the Family's account.

8.7 Prohibited Conduct. The following conduct by the Family or any household member is strictly prohibited:

- (a) Aggressive, threatening, abusive, or harassing conduct directed at the Nanny;
- (b) Requesting the Nanny to perform tasks outside the scope of the Booking Confirmation that are illegal, unsafe, or inconsistent with the Company's service standards;
- (c) Providing false or misleading information in connection with a Booking;
- (d) Attempting to arrange private, direct, or off-platform engagements with any Nanny introduced by the Company, whether during or following the Term; and
- (e) Leaving the Children in the Nanny's sole supervision beyond the scheduled Booking hours without prior authorization and without ensuring the Nanny is compensated for such additional time.

8.8 Non-Solicitation. The Family shall not, during the Term or for a period of twenty four (24) months following the conclusion of any Booking, directly solicit, hire, or engage any Nanny introduced by the Company for private childcare arrangements outside the Company's platform, without the Company's prior written consent. A violation of this provision shall entitle the Company to liquidated damages of the Nanny's estimated compensation for such private arrangement, which the Parties agree is a reasonable estimate of the Company's damages and not a penalty.

Section 9. Cancellations and Safety-Based Termination

9.1 Family-Initiated Cancellations. The Family may cancel a confirmed Session by written notice to the Company as set forth below, calculated from the time of notice to the scheduled start time. Cancellation of the Package as a whole is governed by Section 5A.9.

Timing of Cancellation	Effect
Two (2) days or more before the scheduled start	The Session is returned to the Family's Package and may be requested again within the Validity Period.
Less than two (2) days before the scheduled start, or no-show ("Late Cancellation")	Cancellation is not permitted. The Session is treated as used, no refund is issued, and the Nanny's compensation for the Session is paid as a late cancellation fee, net of the Platform Fee.

9.1.1 Extraordinary Travel Disruption or Child Illness. The occurrence of a flight cancellation or delay, severe weather, border or governmental travel restriction, illness or injury of a Child, or other circumstance beyond the Family's control shall not, by itself, modify or override the cancellation and refund provisions of Section 9.1. The Family acknowledges that travel-related risks are separate from the Childcare Services arranged through the Company and that the Family may obtain travel insurance or other coverage for such risks at its discretion.

Notwithstanding the foregoing, upon the Family's request, the Company may, in its discretion and on a case-by-case basis, offer a credit, partial refund, rescheduling accommodation, or other adjustment where the Family demonstrates extraordinary circumstances through reasonable supporting documentation satisfactory to the Company.

In determining whether any accommodation is appropriate, the Company may consider, among other things, the timing of the cancellation, the circumstances presented, the availability of a replacement Booking for the Nanny, and any compensation, expenses, or other amounts already paid, incurred, committed, or payable in connection with the Booking.

Nothing in this Section requires the Company or the Nanny to bear or absorb losses resulting from the Family's travel arrangements or circumstances outside their control. Any accommodation provided by the Company shall be a discretionary courtesy, shall not constitute a waiver of Section 9.1, and shall not create any entitlement or precedent with respect to any future Booking.

9.1.2 Changes to a Confirmed Session. Requests to change the date or time of a confirmed Session will be accommodated where possible, subject to the agreement of the confirmed Nanny. A change does not alter the cancellation terms in Section 9.1 unless expressly confirmed in writing by the Company.

9.2 Nanny-Initiated Cancellations. If the Nanny cancels a confirmed Session prior to commencement for reasons not attributable to the Family's breach, the Company shall use commercially reasonable efforts to identify a replacement Nanny. If no replacement is available, the Session shall be returned to the Family's Package or, at the Family's election, the Family shall receive a refund of the Session Value. The Company's sole obligation is limited to the replacement efforts and refund described herein.

9.3 Nanny-Caused Cancellations and No-Shows. If a Nanny fails to appear for a confirmed Session without prior notice, or if a Session is cancelled due to the Nanny's breach of their obligations, the Family shall, at its election, have the Session returned to its Package or receive a refund of the Session Value. The Company shall not be liable for any additional losses beyond this obligation. Notwithstanding the foregoing, the Company shall make reasonable efforts to provide a replacement Nanny where time permits.

9.4 Immediate Termination of Services.

9.4.1 Termination by the Family. Notwithstanding any other provision of this Agreement, the Family may immediately terminate Childcare Services in progress, without prior notice and without any refund obligation for time already worked, if any of the following occurs: (a) The Nanny's conduct or neglect compromises, or creates an unreasonable risk of compromising, the safety or welfare of any dependent in the Nanny's care; (b)

The Nanny fails to perform their job responsibilities in a professional or competent manner; (c) The Nanny engages in dishonest conduct of any kind, including misrepresentation of qualifications or identity to an extent not reasonably detectable through the Company's verification process under Section 7.1; (d) The Nanny commits theft of property belonging to the Family; (e) The Nanny misuses any appliance, equipment, or vehicle belonging to or made available by the Family; (f) The Nanny permits or facilitates the presence of unapproved guests at the service location or during a Booking without the prior consent of the Family; (g) The Nanny smokes, consumes alcohol, or uses illicit drugs at any time during a Booking; or (h) The Nanny commits a material breach of any applicable statute or any provision of this Agreement.

9.4.2 Termination by the Nanny. The Nanny may, in the Nanny's own right and not as agent of or on behalf of the Company, immediately terminate Childcare Services in progress without prior notice upon the occurrence of any of the following: (a) the Nanny reasonably determines that the safety or well-being of the Children is at immediate risk; (b) the service environment presents an unreasonable risk to the Nanny's physical safety or well-being; (c) any Family member, household member, or third party at the service location engages in conduct toward the Nanny that is aggressive, abusive, sexual, threatening, or otherwise unlawfully harassing; (d) the Family materially misrepresented the nature, scope, or conditions of the Booking in a manner that materially affects the Nanny's ability to safely perform Services; or (e) a Child exhibits behavioral, developmental, psychological, medical, or physical needs or conduct that were not materially disclosed by the Family as required under this Agreement and that the Nanny reasonably determines materially impair the Nanny's ability to safely or appropriately continue providing Childcare Services, including violent, aggressive, or otherwise unsafe conduct.

Where termination is based on subsection (e), the Nanny may discontinue Services if the Nanny reasonably determines that continued performance is unsafe or inappropriate under the circumstances. The Nanny shall not be required to continue providing Childcare Services while the Family or Company attempts to resolve the issue, arrange additional support, or secure replacement care. The Nanny shall, however, promptly notify the Family and the Company of the circumstances giving rise to the termination to the extent reasonably practicable.

Where Childcare Services are terminated by the Nanny under this Section 9.4.2, the Family shall be entitled to a pro-rated refund of any prepaid amounts attributable to Childcare Services not yet performed at the time of termination, calculated on an hourly basis, and no refund shall be payable in respect of time already worked.

9.4.3 Platform Management Rights of the Company. The Company may, in the exercise of its platform management rights and not by way of supervision or control of Childcare Services in progress, suspend a Nanny's access to the Company's platform or withdraw a Nanny from future Bookings if the Company determines, in its reasonable discretion, that the Nanny's continued listing on the platform creates safety, legal, or reputational risk to the Company, Nannies, or Families generally. The exercise of this right does not constitute supervision or control of the Nanny during the performance of Childcare Services and shall not be construed as conferring any supervisory authority upon the Company.

9.5 Payment Upon Safety-Based Termination. In the event of termination under this Agreement:

- (a) The Family shall remain fully responsible for payment of the Service Fee for all hours of Childcare Services actually performed up to the moment of termination, calculated on a pro-rated hourly basis;
- (b) No refund shall be issued for any portion of the Booking already performed; and
- (c) No refund shall be issued for any remaining unperformed portion where termination was caused by the Family's conduct under Section 9.4.2(c), the Family's misrepresentation under Section 9.4.2(d), or a material behavioral, developmental, psychological, medical, or physical need, condition, or conduct that the Family failed to disclose as required under this Agreement under Section 9.4.2(e).

9.6 Child Supervision Scenario; Family Return Obligation. If Services are terminated while the Nanny is in sole

supervision of the Children:

- (a) The Nanny shall promptly notify the Family and the Company of the termination and the current location of the Children, and the Company may assist in coordinating the transition of care;
- (b) The Family shall use their best efforts to return to the Children's location or arrange for a responsible authorized adult to do so, and in no event later than one (1) hour following notification, unless emergency circumstances require a shorter response;
- (c) The Nanny shall exercise reasonable efforts to ensure the immediate safety of the Children until the Family or an authorized adult assumes care, provided that such obligation shall not require the Nanny to remain in conditions they reasonably deem unsafe; and
- (d) If the Family cannot be reached or fails to return within the time specified in subsection (b), the Nanny is authorized to contact local emergency services and, if warranted, child protective authorities. The Family expressly consents to such action and assumes all resulting costs and liability.

Where reasonably practicable, the Company shall use commercially reasonable efforts to assist in identifying replacement care following a termination under Section 9.4.2, but replacement availability is not guaranteed and the availability or unavailability of a replacement shall not condition or delay the Nanny's right to terminate Services under that Section.

9.7 Transition of Care. In all termination scenarios, the Nanny shall not leave the Children unsupervised prior to the arrival of the Family or an authorized adult, subject to the safety limitations set forth in Section 9.6(c).

9.8 No Liability for Good-Faith Termination. Neither the Company nor the Nanny shall be subject to any liability, claim, or penalty for any termination of Services made in good faith pursuant to Section 9.4. The Family's sole remedy in connection with a good-faith safety-based termination attributable to the Family's own conduct or misrepresentation is limited to the refund rights, if any, set forth in this Section 9.

9.9 Company Determination Authority. The Company reserves the right, in its reasonable discretion, to determine whether a cancellation or termination falls within this Section 9, to mediate payment disputes between the Parties, and to take appropriate action, including issuing or withholding refunds or suspending Family accounts.

Section 10. Safety, Incidents, and Emergency Procedures

10.1 Safety Priority. The safety and well-being of the Children is the paramount obligation of all Parties throughout the performance of Childcare Services.

10.2 Emergency Response. In the event of a medical emergency or immediate safety threat, the Nanny shall:

- (a) immediately contact local emergency services;
- (b) administer basic first aid within the scope of their existing knowledge and training; and
- (c) contact the Family or the Family's designated emergency contact as soon as reasonably practicable.

10.3 Medical Authorization. The Family hereby authorizes the Nanny and the Company to consent to emergency medical treatment for any Child if the Family cannot be reached in time to provide consent and a licensed medical provider determines that immediate treatment is necessary to prevent serious harm. This authorization does not extend to elective or non-emergency procedures.

10.4 Incident Reporting. Both the Nanny and the Family shall report any incident to the Company within twenty-four (24) hours of its occurrence. Reports shall describe the nature of the incident, the individuals involved, the actions taken, and any known outcomes. All Parties shall cooperate fully with any inquiry conducted by the Company in connection with a reported incident.

10.5 Nanny Incident Reporting Obligation. The Nanny shall report to the Company any incident, near-miss, or safety concern arising during a Booking, including but not limited to: child injury or illness, property damage, aggressive conduct by the Family, or any situation requiring emergency services. Failure to report a material incident may affect the Nanny's standing with the Company.

10.6 Emergency Contact Information.

Name: _____

Telephone: _____

Section 11. Employment Relationship

11.1 Independent Contractor. The Nanny is an independent contractor and is not an employee or agent of the Company. The Nanny retains sole discretion over the means and methods of performing Childcare Services, subject to the conduct standards required by this Agreement and Exhibit A.

11.2 Nanny Tax Obligations. The Nanny is solely responsible for all applicable federal and state income taxes, FICA, Medicare, Social Security, unemployment compensation, and any other withholding obligations arising from compensation received in connection with any Booking. The Company may issue applicable tax reporting forms as required by law.

11.3 No Benefits. The Nanny is not entitled to and shall not receive any employee benefits from the Company or the Family, including health insurance, paid leave, retirement contributions, or workers' compensation, by virtue of this Agreement or any Booking.

Section 12. Confidentiality

12.1 Nanny's Confidentiality Obligations. The Nanny shall treat as strictly confidential all non-public personal, medical, financial, and identifying information obtained about the Family or the Children in connection with any Booking. The Nanny shall not disclose such information to any third party without the Family's express prior written consent, except as required by applicable law or emergency circumstances. This obligation is expressly for the benefit of the Family and survives termination of any Booking.

12.2 Social Media and Public Disclosure. The Nanny shall not post, publish, share, or disclose on any social media platform, website, or public forum any images, videos, descriptions, or identifying information relating to the Family or the Children, without the Family's express prior written consent.

The Company may use Family-shared media or testimonials for marketing or promotional purposes where the Family and Children are reasonably de-identified, including by omitting names and other identifying information and, where applicable, obscuring or blurring the recognizable likeness of any Family member or Child. The Company shall obtain the Family's prior written consent before publishing media that identifies or reasonably permits identification of any Family member or Child.

12.3 Family's Confidentiality Obligations. The Family shall treat as confidential any non-public pricing, operational, or proprietary information of the Company obtained in connection with this Agreement, and shall not use such information for any purpose other than engaging Services hereunder. The Family shall also treat as confidential any personal or professional information about the Nanny obtained through the Company's platform and shall not disclose such information to third parties without the Nanny's prior written consent.

12.4 Company Confidentiality. The Company shall treat all non-public personal information provided by the Family in connection with this Agreement and any Booking as confidential and shall not disclose such information to third parties except as necessary to facilitate the Booking, as authorized by the Family, or as

required by law.

12.5 Permitted Disclosures. The confidentiality obligations under this Section 12 do not apply to information that:

- (a) is or becomes publicly available through no fault of the disclosing Party;
- (b) was independently known to the receiving Party prior to disclosure; or
- (c) is required to be disclosed by applicable law or court order, provided the disclosing Party gives prompt written notice and cooperates with any reasonable protective measures.

12.6 Injunctive Relief. The Parties acknowledge that a breach of this Section 12 may cause irreparable harm not adequately compensable by monetary damages, and that the Company and the Family shall each be entitled to seek injunctive or other equitable relief without the requirement to post a bond or prove actual damages.

12.7 Survival. The obligations in this Section 12 survive termination of this Agreement for a period of two (2) years.

Section 13. Intellectual Property

13.1 Company Ownership. All Company branding, trade names, trademarks, logos, marketing materials, and platform content are and shall remain the exclusive property of the Company. Neither the Family nor the Nanny shall acquire any ownership interest in any Company intellectual property by virtue of this Agreement or any Booking.

13.2 Restrictions. The Family shall not, directly or indirectly:

- (a) copy, reproduce, or distribute any portion of the Company's platform or materials;
- (b) scrape, data-mine, or systematically extract content from the platform;
- (c) reverse engineer, decompile, or disassemble any portion of the platform; or
- (d) create derivative works based on any Company intellectual property.

Section 14. Data Privacy and Protection of Minors

14.1 Privacy Policy. The Company's collection, use, and disclosure of personal data is governed by the Company's Privacy Policy, incorporated herein by reference. By entering into this Agreement, the Family consents to the data practices described therein, viewable from www.travelnanny.com.

14.2 Children's Data. Information about the Children submitted by the Family is used solely to facilitate the relevant Childcare Services and is handled with heightened care consistent with applicable child privacy law, including but not limited to the Children's Online Privacy Protection Act (COPPA) or domestic and international equivalent where applicable. The Company shall not sell, share, or monetize Children's personally identifiable data for any purpose.

14.3 Photographs and Media. The Nanny shall not photograph, video record, or otherwise capture images of the Children or any Family member without the Family's express prior written consent provided, however, that the Nanny may capture and transmit media through authorized Nanny-Family-Company communications solely for purposes of providing the Family with updates during a Booking. The Nanny shall promptly delete any authorized recordings upon the Family's request. Any use by the Company of Family-shared media for marketing or promotional purposes shall be governed exclusively by Section 12.2.

14.4 Nanny's Data Obligations. The Nanny shall access and use Family and Children's personal data only to the

extent strictly necessary to perform the applicable Childcare Services. The Nanny shall not retain, copy, transfer, or use such data beyond the scope and duration of the relevant Booking.

14.5 Data Security. The Company shall implement and maintain reasonable administrative and technical safeguards to protect Family and Children's personal data against unauthorized access, disclosure, or loss.

14.6 Breach Notification. The Company shall notify the Family promptly of any confirmed unauthorized access to or disclosure of the Family's or Children's personal data in the Company's possession, and shall cooperate with any required regulatory reporting.

Section 15. Liability Allocation and Indemnification

15.1 Family Liability. The Family is solely responsible for: (a) the accuracy and completeness of all information provided in connection with a Booking; (b) the conduct of all household members during a Booking; and (c) the safety and condition of the service environment. The Family shall indemnify, defend, and hold harmless the Company, its officers, employees, agents, and successors from and against any claims, losses, damages, costs, or expenses (including reasonable attorneys' fees) arising out of or related to: (i) the Family's or any household member's conduct; (ii) the Family's breach of this Agreement; (iii) the Family's failure to disclose material Child information; or (iv) any claim by or on behalf of a Child arising from the Family's failure to fulfill their obligations under this Agreement.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THE COMPANY SHALL NOT BE LIABLE FOR ANY ACTS OR OMISSIONS OF ANY NANNY, INCLUDING ANY INJURY, ILLNESS, DEATH, OR PROPERTY DAMAGE ARISING FROM THE PERFORMANCE OF CHILDCARE SERVICES; THE COMPANY'S TOTAL AGGREGATE LIABILITY TO THE FAMILY ARISING OUT OF OR RELATED TO THIS AGREEMENT SHALL NOT EXCEED THE TOTAL FEES PAID BY THE FAMILY IN THE THREE (3) MONTHS IMMEDIATELY PRECEDING THE EVENT GIVING RISE TO THE CLAIM; AND IN NO EVENT SHALL THE COMPANY BE LIABLE FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL, PUNITIVE, OR EXEMPLARY DAMAGES, INCLUDING LOST TIME, EMOTIONAL DISTRESS, OR LOSS OF ENJOYMENT, REGARDLESS OF WHETHER THE COMPANY WAS ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

15.2 Nanny Liability. The Nanny is solely responsible for the performance of Childcare Services and for any acts, omissions, negligence, or misconduct during the course of any Booking. To the extent the Nanny causes harm to any Child, the Family, or the Company's property or reputation through their own negligence or willful misconduct, the Nanny shall bear responsibility for resulting damages. The Company shall use reasonable efforts to facilitate resolution between the Parties but shall not be liable for the Nanny's independent acts.

Section 16. Meals

The Family shall not be required to provide meals to the Nanny for assignments of less than four (4) hours. The Family shall be responsible for covering the Nanny's meal only in the following circumstances:

- (a) The assignment is four (4) hours or longer and the Nanny is not provided with at least 30 minutes uninterrupted break time during which the Nanny may leave the premises or is fully relieved of all duties to obtain and consume to manage their own meal;
- (b) The Nanny is requested or required to eat together with the child(ren) or the Family as part of their duties; or
- (c) The Nanny is requested or required to take the child(ren) to a restaurant without the parents present.

When the Nanny is requested to take the child(ren) to a restaurant, the Nanny shall confirm the meal budget and any dietary or ordering restrictions with the Family prior to ordering. The Nanny's reasonable meal cost shall be covered by the Family.

Section 17. Governing Law and Dispute Resolution

17.1 Governing Law. This Agreement shall be governed by and construed in accordance with the laws of the State of California, USA, without regard to its conflict of laws principles.

17.2 Dispute Resolution. Prior to initiating any formal proceeding, the Parties shall attempt in good faith to resolve any dispute by delivering written notice describing the nature of the dispute and the relief sought, followed by a thirty (30)-day good-faith negotiation period commencing on the date of delivery of such notice. If a dispute is not resolved during the thirty (30)-day good-faith negotiation period described above, it shall be finally resolved by binding arbitration administered by JAMS under its then-current applicable rules. The arbitration shall be conducted by a single arbitrator in San Francisco, California or virtually via Zoom or equivalent videoconferencing platform, as agreed upon by the parties. If the parties cannot agree on the format, the arbitration shall default in person in San Francisco, California, unless the arbitrator orders otherwise for good cause. The arbitrator's award shall be final and binding and may be entered as a judgment in any court of competent jurisdiction.

17.2.1 Class Action Waiver. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THE FAMILY WAIVES ANY RIGHT TO BRING OR PARTICIPATE IN ANY CLASS, COLLECTIVE, OR CONSOLIDATED ACTION. ALL DISPUTES SHALL BE RESOLVED ON AN INDIVIDUAL BASIS.

17.2.2 Emergency Relief. Nothing in this Section prevents either Party from seeking emergency injunctive or equitable relief in a court of competent jurisdiction where necessary to prevent irreparable harm, protect a minor, or enforce confidentiality or intellectual property rights, pending the outcome of arbitration.

17.2.3 Attorneys' Fees. Each Party shall bear its own attorneys' fees and costs in connection with any arbitration, unless the arbitrator determines that a Party's claim or defense was frivolous or brought in bad faith, in which case the arbitrator may award fees to the prevailing party.

Section 18. Term and Termination

18.1 Term. This Agreement commences on the date of execution and continues through the End Date specified in Section 1, unless earlier terminated in accordance with this Section.

18.2 Effect of Termination. Upon termination as further governed by Section 9 of this Agreement or otherwise:

- (a) all pending Booking requests are automatically cancelled, subject to applicable refund provisions;
- (b) all accrued and undisputed payment obligations remain enforceable;
- (c) the Family's platform access license terminates immediately; and
- (d) Sections 5.7, 8.8, 12, 13, 14, 15, and 17, together with any other provision that by its nature is intended to survive termination, shall survive termination in accordance with their respective terms.

Section 19. General Provisions

19.1 Entire Agreement. This Agreement, together with all incorporated Policies, Booking Confirmations, and Exhibits, constitutes the entire agreement between the Parties and supersedes all prior agreements, promises, conditions, or understandings between the Family and the Company.

19.2 Amendments. This Agreement may be amended by the Company upon 30 days' written notice to the Family. The Family's continued use of the Company's services following the effective date of any amendment constitutes acceptance of the amended terms. Material amendments affecting the Family's fundamental rights require the Family's affirmative written consent. No amendment shall retroactively modify the terms of a

confirmed Booking unless required by applicable law or agreed to in writing by the Family and the Company.

19.3 Severability. If any provision of this Agreement is held invalid, illegal, or unenforceable, such provision shall be modified to the minimum extent necessary to make it enforceable, or severed if modification is not possible. The remaining provisions shall continue in full force and effect.

19.4 Waiver. No failure or delay by either Party in exercising any right under this Agreement shall constitute a waiver of that right. No waiver of any breach shall constitute a waiver of any subsequent breach.

19.5 Assignment. The Family may not assign this Agreement without the Company's prior written consent. The Company may freely assign this Agreement in connection with a merger, acquisition, or sale of substantially all of its assets, provided the assignee assumes all obligations hereunder.

19.6 Notices. All formal notices shall be in writing and delivered: (a) to the Company at support@travelnanny.com; and (b) to the Family at the address or email on file. Notices are effective upon confirmed delivery.

19.7 Force Majeure. No Party shall be liable for any delay or failure in performance caused by circumstances beyond that Party's reasonable control, including natural disasters, government actions, public health emergencies, transportation disruptions, or infrastructure failures, provided that the affected Party promptly notifies the other and uses reasonable efforts to resume performance. A force majeure event does not, by itself, modify the cancellation, refund, or payment provisions of Section 9. The Family remains responsible for all amounts payable under the applicable cancellation policy and for all Services already performed, subject only to any discretionary accommodation the Company may elect to provide pursuant to Section 9.1.1.

19.8 Counterparts. This Agreement may be executed in counterparts, including by electronic signature, each of which shall constitute an original. Electronic signatures shall be deemed legally valid and binding.

19.9 No Third-Party Beneficiaries. This Agreement is for the sole benefit of the Parties, except that: (a) Children are expressly intended beneficiaries of the safety obligations in Sections 9, 10, and 14; and (b) the Nanny is an expressly intended third-party beneficiary of the payment protections in Sections 5.4, 5.8, and 9.5, the conduct protections in Sections 8.6 and 8.7, the confidentiality protections in Section 12.1, and the termination protections in Section 9.8.

19.10 Relationship of the Parties. Nothing in this Agreement shall be construed to make the Parties partners, joint venturers, co-employers, or agents of one another. Each Party acts as an independent principal in connection with its respective obligations hereunder.

IN WITNESS WHEREOF, the Parties have executed this Agreement as of the date last signed below.

TRAVEL NANNY CONCIERGE INC.

BEVERLY YIP

CEO, Travel Nanny Concierge Inc.

Date: _____

FAMILY

Signature: _____

Printed Name: _____

Date: _____

EXHIBIT A

You are an independent childcare professional placed through The Travel Nanny™ platform and are expected to:

1. Uphold the platform's standards of professionalism and service throughout each Booking;
2. Serve as the Mother's Helper/Assistant for the entire experience, providing attentive, full-service childcare support to the Family throughout the duration of each Booking;
3. Maintain strong and timely communication with the Family throughout the experience; it is always better to over-communicate;
4. Review and commit to memory the children's names, ages, allergies, dietary restrictions, and any other important information;
5. Always err on the side of caution; safety first;
6. Maintain full attention and supervision over the children at all times;
7. Refrain from smoking, using drugs, or consuming alcohol during any Booking;
8. Avoid personal errands or distractions, including the use of a mobile phone;
9. Wear comfortable shoes and clean, family-appropriate attire, along with the navy blue Travel Nanny apron uniform;
10. Assist with tasks such as pushing the stroller, feeding the baby, carrying the baby, and handling the diaper bag;
11. Ensure the children are fed before you eat;
12. Be aware of the location of the nearest exits and elevators, particularly in train stations;
13. Assist, if directed by the Family, with getting the children ready in the morning or for bedtime;
14. Provide support as a local translator and concierge for the Family; and
15. Always be pleasant, helpful, and friendly.

You shall maintain absolute confidentiality regarding the Family's identity and shall not take any photos or videos of the Family without the Family's express written consent. Additionally, you shall not share or post on any platform, including social media, any details, descriptions, or media relating to or depicting the Family.

Any use by Travel Nanny of Family-shared media or testimonials for marketing or promotional purposes shall be governed by Section 12.2 of the Agreement.

Have fun!

EXHIBIT B

TRAVEL NANNY VETTING AND VERIFICATION PROCESS

At Travel Nanny, trust is not a feature - it is the foundation of everything we do.

Families are not simply booking childcare. They are trusting us with their children in unfamiliar places across time zones, languages, and environments. That's why we built an industry-leading 8-step nanny vetting and verification process designed specifically for traveling families.

Our process is designed to carefully evaluate each nanny's qualifications, reliability, and ability to support families in real travel situations.

1. Applicant Screening and Pre-Qualification

Each nanny candidate begins with an application and pre-qualification review. During this stage, Travel Nanny evaluates the candidate's general suitability for travel-based childcare services, including:

- (a) prior childcare experience;
- (b) age groups previously cared for;
- (c) experience with infants, toddlers, school-age children, or multiple children, where applicable;
- (d) language ability and communication skills;
- (e) geographic location and availability;
- (f) willingness and ability to support families in hotels, resorts, airports, events, outings, or other travel-related environments;
- (g) professionalism, responsiveness, and reliability during the application process; and
- (h) understanding of the needs of traveling families, including schedule changes, unfamiliar environments, and heightened safety expectations.

2. Identity Verification and Documentation Checks

Travel Nanny reviews documentation intended to confirm the candidate's identity, qualifications, and eligibility to provide services. Depending on the location of the services and the requirements applicable to the candidate, this review may include:

- (a) government-issued identification;
- (b) proof of legal name and contact information;
- (c) work authorization or eligibility documentation, where applicable;
- (d) childcare-related certifications or credentials;
- (e) CPR, First Aid, or similar safety certifications, where applicable or represented by the candidate;
- (f) education, training, or employment history relevant to childcare; and
- (g) any other supporting documentation Travel Nanny reasonably requests.

Travel Nanny may require updated documentation from time to time and may suspend or decline a candidate if documentation is incomplete, inconsistent, expired, unverifiable, or otherwise unsatisfactory.

3. Live Interviews and Skills Assessment

Each candidate may be required to participate in one or more live interviews. The interview process is intended to evaluate the candidate beyond written credentials and to assess whether the candidate can communicate clearly, exercise sound judgment, and remain professional in family-facing environments.

The interview may assess, among other things:

- (a) communication style and responsiveness;
- (b) warmth, patience, and child-centered approach;
- (c) judgment in ordinary and unexpected childcare situations;
- (d) ability to follow family instructions and care preferences;
- (e) ability to support children during travel, transitions, jet lag, schedule changes, and unfamiliar surroundings;
- (f) language proficiency relevant to the booking;
- (g) professionalism, punctuality, and demeanor; and
- (h) ability to escalate concerns or emergencies appropriately.

Travel Nanny may also discuss scenario-based questions involving safety, illness, child distress, travel delays, parent instructions, public spaces, and emergency response.

4. Reference Checks and Background Review

Travel Nanny may contact professional or personal references provided by the candidate and may review the candidate's prior childcare, education, hospitality, family-support, or related experience. The purpose of this review is to better understand the candidate's actual performance in practical settings, including reliability, trustworthiness, communication, and ability to care for children responsibly.

Reference and background review may include evaluation of:

1. prior childcare responsibilities;
2. experience with similar age groups or family needs;
3. punctuality and dependability;
4. professionalism and communication with parents or guardians;
5. ability to follow instructions;
6. safety awareness; and
7. any reported concerns relating to conduct, reliability, or suitability.

Where permitted and available, Travel Nanny may also conduct or request background screening. The scope of any background screening may vary depending on jurisdiction, legal requirements, third-party screening availability, and the nature of the booking.

5. Training, Standards, and Performance Expectations

Candidates approved for placement are onboarded to Travel Nanny's service standards and performance expectations. This onboarding is intended to promote consistency, safety, professionalism, and a high-quality family experience across bookings.

Travel Nanny's standards may include expectations relating to:

- (A) punctuality and timely arrival;

- (B) professional communication before, during, and after the booking;
- (C) child safety and active supervision;
- (D) emergency response and escalation procedures;
- (E) confidentiality and family privacy;
- (F) appropriate attire and presentation;
- (G) prohibition on smoking, alcohol, drugs, or unauthorized guests during service;
- (H) limitations on phone use and personal distractions while caring for children;
- (I) respectful and appropriate interaction with children, parents, hotel staff, drivers, guides, and other third parties;
- (J) following family instructions regarding routines, allergies, meals, sleep, activities, and special needs; and
- (K) reporting incidents, concerns, or schedule changes to Travel Nanny as soon as reasonably practicable.

Travel Nanny may update its standards from time to time and may require nannies to review or acknowledge updated expectations as a condition of continued eligibility for bookings.

6. Optional Pre-Trip Family Introduction

Where available and appropriate, Travel Nanny may offer a pre-service introduction between the family and the assigned nanny. This introduction may be conducted by video call, phone call, or other agreed method and is intended to help the family and nanny prepare for the booking.

During the introduction, the family may share important care information, including:

- (a) the child's name, age, and general personality;
- (b) daily routines, sleep schedules, and meal preferences;
- (c) allergies, medical considerations, dietary restrictions, or special needs;
- (d) authorized activities, locations, or transportation arrangements;
- (e) emergency contact information;
- (f) family expectations regarding communication during the booking; and
- (g) any relevant travel details or logistical instructions.

The pre-service introduction is intended to support preparation and comfort, but it does not guarantee a particular outcome or eliminate the family's responsibility to provide accurate and complete care instructions.

7. In-Trip Support and Issue Resolution

Travel Nanny may provide coordination support during the booking period to assist with operational questions, schedule changes, nanny communication, or unexpected issues. This support is intended to help the family and nanny resolve concerns promptly and maintain continuity of care where reasonably possible.

Examples of in-trip support may include:

- (a) assisting with schedule adjustments;
- (b) helping coordinate communication between the family and nanny;
- (c) addressing service-related questions or concerns;

- (d) receiving reports of incidents, emergencies, or safety concerns;
- (e) coordinating replacement support where available and appropriate; and
- (f) documenting issues for post-booking review.

Travel Nanny's ability to provide in-trip support may depend on the location, time zone, availability of personnel, emergency circumstances, and other practical limitations. Travel Nanny does not replace local emergency services, and families and nannies should contact appropriate emergency authorities when immediate safety or medical assistance is required.

8. Post-Booking Review and Policy Enforcement

Following a completed booking, Travel Nanny may collect feedback from the family, the nanny, or other relevant sources and review the booking for service quality, professionalism, safety, and compliance with Travel Nanny's standards.

Post-booking review may include:

- family feedback regarding punctuality, communication, professionalism, and child interaction;
- nanny feedback regarding family instructions, environment, safety, and booking conditions;
- review of any incidents, complaints, schedule changes, or emergency issues;
- review of whether the nanny followed Travel Nanny's policies and service expectations; and
- determination of whether any follow-up action is appropriate.

Travel Nanny may, in its discretion, take corrective action based on booking performance, including coaching, additional training, temporary suspension from bookings, removal from the platform, or other appropriate measures. Continued eligibility for bookings is subject to Travel Nanny's ongoing review and satisfaction with the nanny's performance, professionalism, and compliance with applicable standards.