



Charly Cares Business

For the employee

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Welcome to Charly Cares Business!

Starting now, you can use the Charly Cares app to book a babysitter. Your babysitting services are reimbursed by your employer. At Charly Cares, you will find experienced, reliable babysitters who will take excellent care of your kids. Do you have trouble arranging childcare? Are you looking for a screened babysitter? Charly Cares is here for you!

Manual

In this manual, you will find a step-by-step explanation of how the service works and how you can book a babysitter for business use. Don't have a Charly Cares account yet? Then follow the steps on the following page. Already have an account? Then go to page 5.

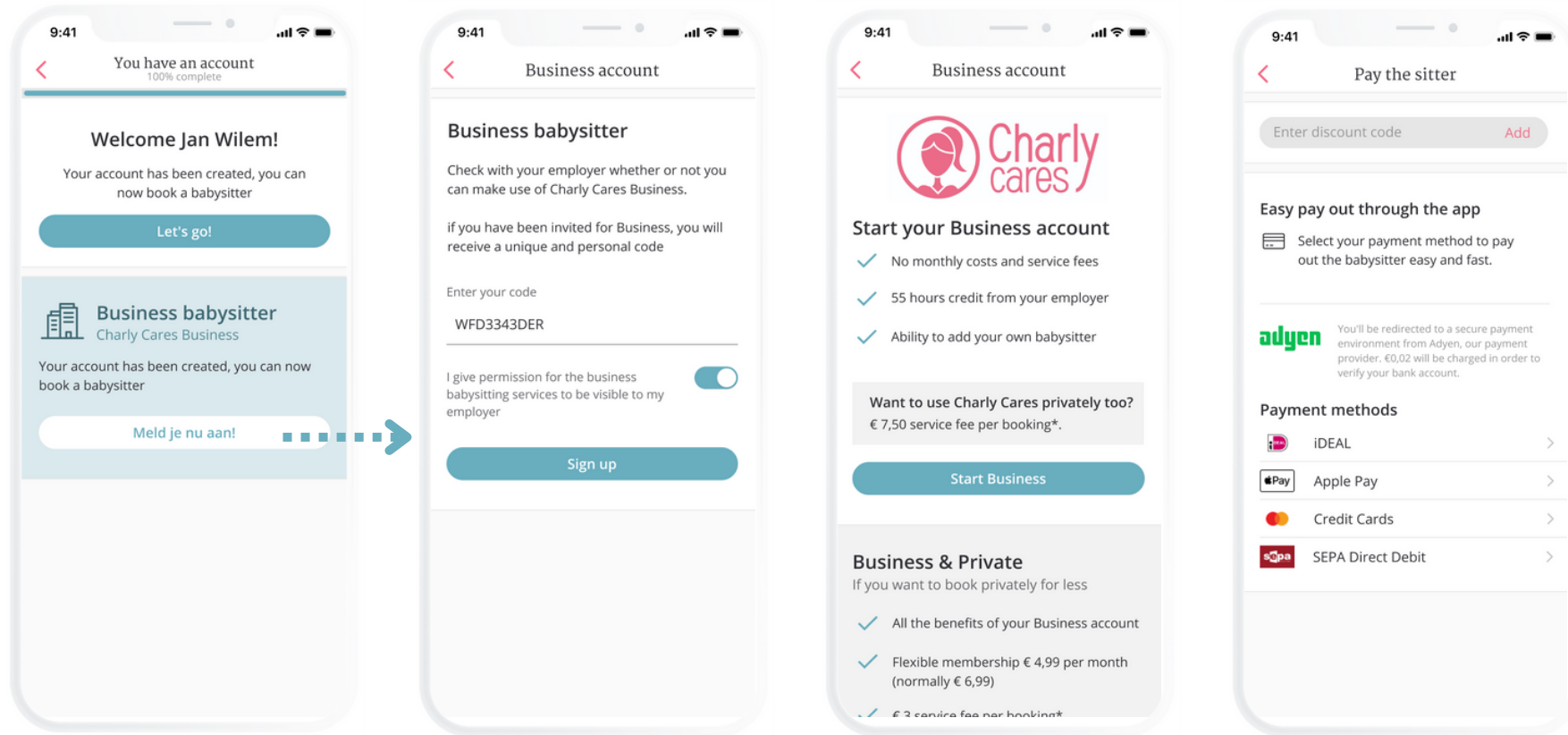


Meet the Charly Cares Babysitting Angels

Our Angels are personally screened and have babysitting experience. They enjoy temporarily taking over the care of your children and making sure your kids have an unforgettable day. In addition, they can take on household chores and extra care tasks, such as cooking or homework assistance.

Are there no Charly Cares Babysitting Angels available in your neighbourhood? You can also use the service by adding your own babysitter (page 7).

I'm **new** to Charly Cares. How do I sign up for Charly Cares Business?



Step 1: Create a profile

Download the Charly Cares app via the App Store or Google Play Store. Sign up and enter your details. Use an email address of your choice.

Step 2: Enter the pairing code

You can now sign up for Charly Cares business. Enter the unique pairing code that you received via email.

Step 3: Choose your membership

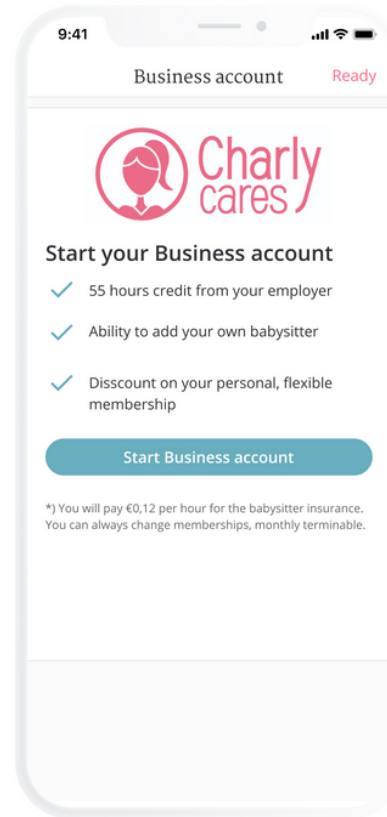
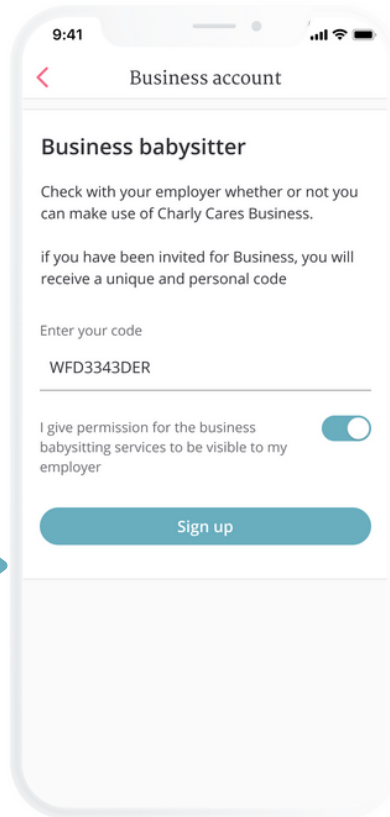
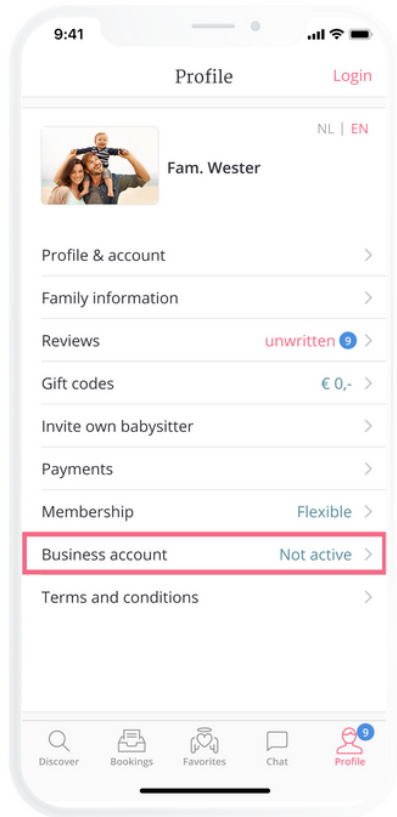
Select a membership and add your bank account number. This is a requirement for all memberships, in case you exceed the number of hours that are reimbursed. Find more information regarding memberships on page 6.

Step 4: Enter the pairing code

You can now sign up for Charly Cares business. Enter the unique pairing code that you received via email.

Business membership is activated!

I already have an account with Charly Cares. How do I sign up for Charly Cares Business?



Step 1: Connect your business account

Log in to your existing profile. Go to 'Profile' and click 'Business account'.

Step 2: Enter the pairing code

You can now sign up for Charly Cares business. Enter the unique pairing code that you received via email.

Step 3: Activate your account

With one push on the button, you can activate your Business account. Right after this, you can start booking a business babysitter.



Business membership is activated!

Costs

As a user of Charly Cares Business, you automatically receive a business membership that is reimbursed by your employer. In addition, the babysitting hours that are made available (including booking costs) are reimbursed, so that you won't face any charges.

Can I also use Charly Cares for private purposes?

Yes, you also have the option to privately book a babysitter that you pay for yourself. As a user of Charly Cares Business, you can even make use of an exclusive discount for private bookings. For example, for a night out, a sports class, or an important private appointment.

I want to stop my private membership, how does that work?

Do you only want to use your business membership? Easily stop your private membership via 'Profile' > 'Membership' > 'Cancel membership'. Your business membership will continue automatically and only stops when your employer stops with Charly Cares Business or when you leave the company.



Do you often use Charly Cares for private purposes?

Do you plan to use Charly Cares often, outside of the hours made available by your employer? Then it is cheaper to take out a personal flexible membership (in addition to your existing business membership). You will then receive an exclusive discount:

Cost flexible membership per month: €4,99 (instead of €6,99)

Costs per booking: €3,00



Only want to use the business membership?

Do you not want to take out a personal membership, but still want to book a babysitter for private purposes? Then you can simply use your existing business membership and choose the option "I pay" when paying the babysitter. In addition to the babysitter's fee, you will only pay the booking costs for this booking:

Costs per booking: €7,50



Booking a babysitter.

How does it work?

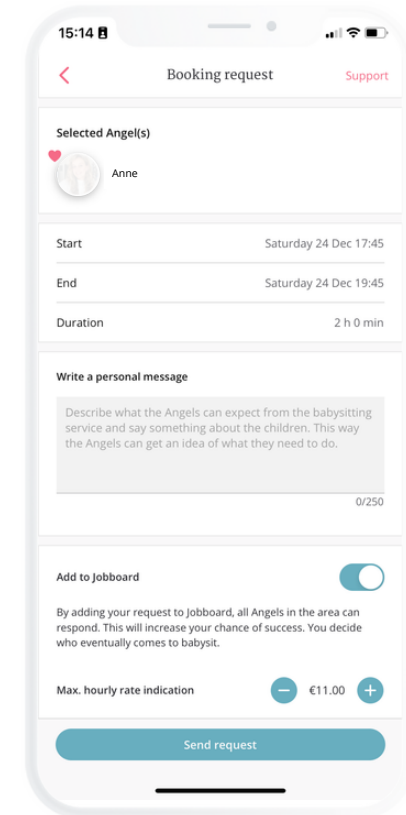
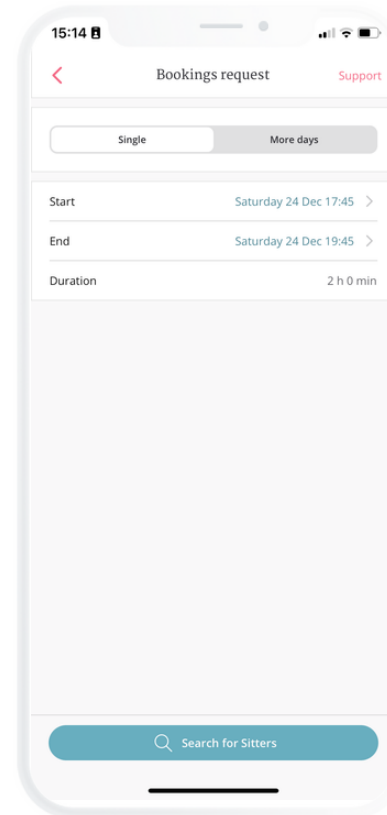
In our app, go to 'Discover' > 'Book an Angel'. Enter the dates and times for which you need a babysitter. You will then be able to either select 5 Angels yourself, or post your request on Jobboard.

Selecting Angels yourself

Selecting 5 Angels yourself? Write a personal message and send the request, then wait for the Angels to respond. If one of them accepts, your request is successful.

Jobboard

If you choose Jobboard, write a personal message and post your request to Jobboard. All Angels near you will be able to see your request and respond. In the end, you decide who ends up babysitting.



Step 1: Create a booking

In the app, go to 'Discover' > 'Book an Angel'. Enter the dates and times for which you need a babysitter.

Step 2: Select the Angels and/or place on Jobboard

Select the Angels you want to invite. You can also place the booking on Jobboard. Don't forget to write a personal message.

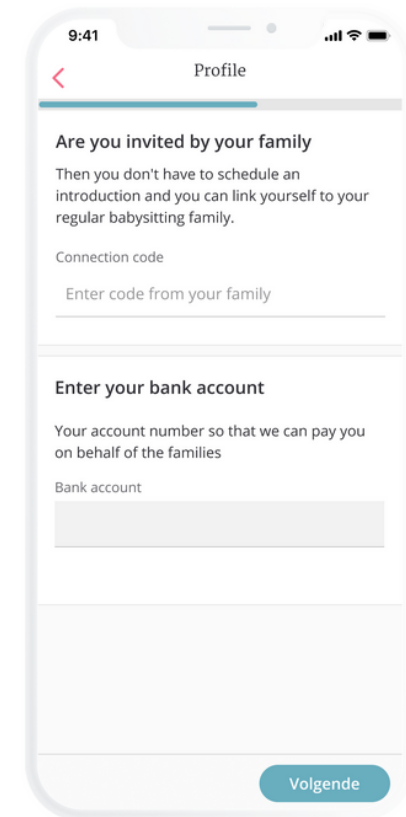
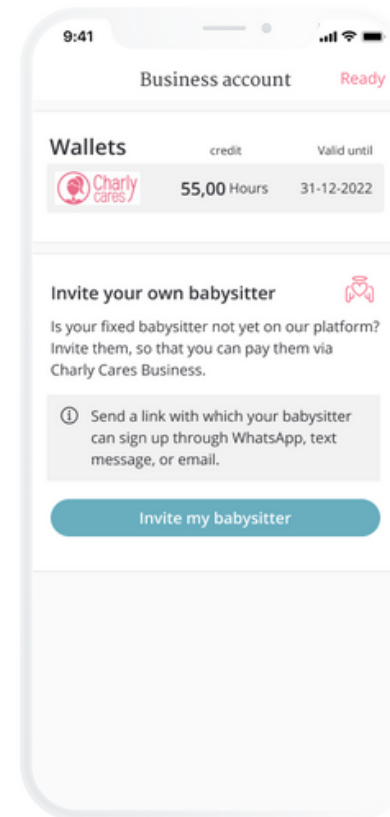
Adding your own babysitter.

How does it work?

Do you have your own trusted babysitter, outside of Charly Cares, who you would like to use your business credit on? Then you can have this babysitter simply sign up for Charly Cares. That way, even if we are not yet active in your area, you can still use the service.

Only visible to your family

As opposed to the Charly Cares babysitters, your own babysitter is not invited for an interview. You can immediately book your babysitter after they have signed up. Note: your babysitter can not work for other families via Charly Cares. If the babysitter does want to do so, they can contact Charly Cares and schedule an interview. After the interview, the babysitter will also become visible to other families.



Your babysitter is added



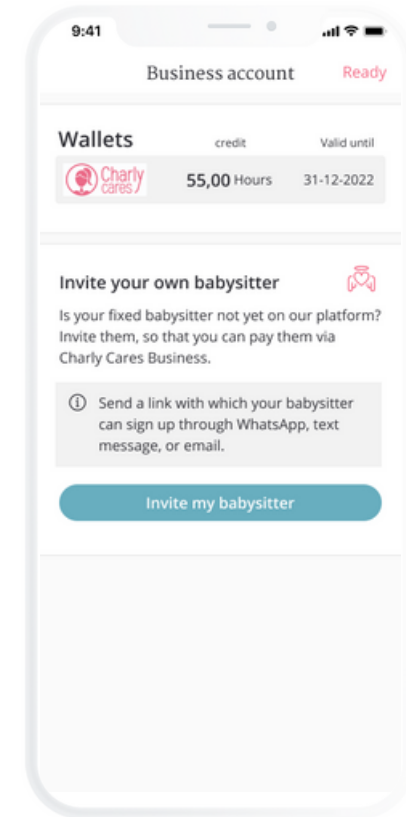
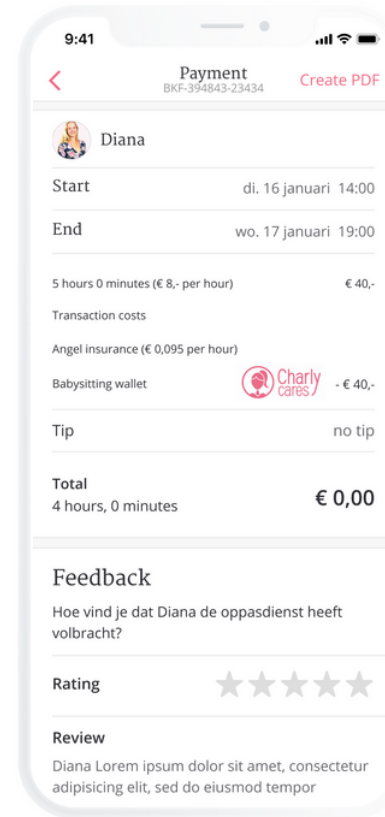
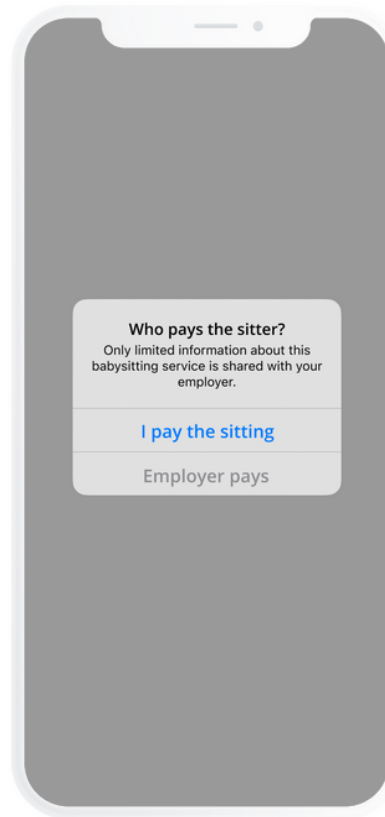
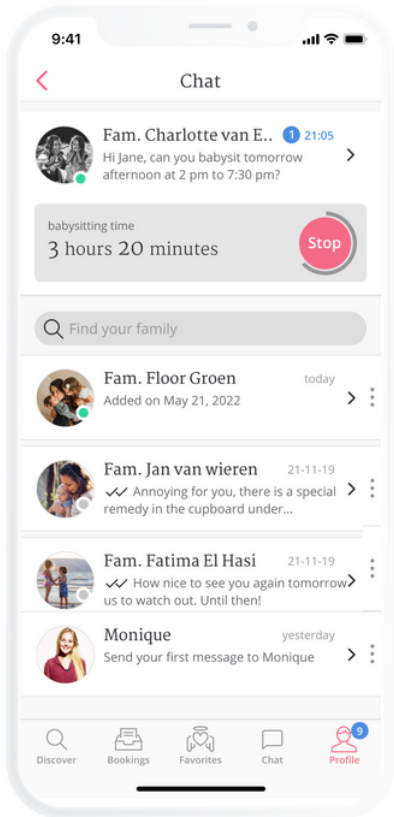
Step 1: Invite your babysitter

After you have activated your business membership, you can immediately invite your own babysitter. You can do so via 'Profile' → 'Business account', where you can find a sign up link with a code that you can share.

Step 2: Your babysitter signs up

The babysitter signs up via the link that you've shared. The babysitter uses the code that you've sent as well. This way, the babysitter will be automatically linked to your family.

Paying a babysitter. How does it work?



Step 1: The timer in the app

At the start of a babysitting service, the timer will automatically start running. Stop the timer when ending the babysitting service.

Step 2: Private or business?

At the end of the babysitting service, you decide who will pay. If your employer has agreed to pay, choose 'Employer pays'. For a private babysitting service, choose 'I pay'.

Step 3: Payment overview

After that, you will see the payment overview of the booking. Is everything correct? Then click on 'Pay the babysitter'.

Step 4: Credit

You can always easily find an overview of how many hours of credit you still have left from your employer via 'Profile' > 'Business'



Babysitter insurance

Did you know that damage caused by a babysitter is often not covered under regular insurance? Charly Cares is the only babysitting service that offers this coverage.

If the babysitter breaks something while babysitting, or if damage has been caused, this is reimbursed through the babysitter insurance. In the event of unexpected damage, you or your babysitter can report this to Charly Cares. The report is then handled in collaboration with Alicia Insurance (if covered) so that you, as the injured party, are inconvenienced as little as possible.

Find more information on this page:

<https://www.charlycares.com/quality-safety/liability-insurance>





We are here for you!

Do you have any questions or do you need personal service from Charly Cares?

The Charly Cares Customer Care Team is available every day on 020-2102323 (WhatsApp and phone). You can find more information regarding the app, bookings, and the quality of the service on www.charlycares.com.