

# **Ola Baba – Online Nanny recruitment Portal**

## **Terms and Conditions & Service fee**

### **1) Introduction**

By accessing or using Ola Baba you agree to comply with and be bound by the following terms and conditions. These terms govern the relationship between Ola Baba and its users, including clients seeking nannies and nannies offering their services. If you do not agree to these terms, please discontinue use of the platform.

### **2) Eligibility**

- For Clients: You must be at least 18 years old to create an account, submit a nanny request, or book a service through Ola Baba.
- For Nannies: You must be at least 18 years old, provide accurate personal and professional information, and pass a background check to offer services on our platform.

### **3) Account Registration**

- Both nannies and clients are required to register an account with Ola Baba to access our services.
  - Users agree to provide truthful, accurate, and up-to-date information during the registration process. Any misleading or false information may lead to the suspension or termination of your account.
  - You are responsible for maintaining the confidentiality of your account credentials (username and password). Ola Baba will not be liable for any loss or damage caused by unauthorized use of your account.
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### **4) Nanny Vetting and Background Checks**

- All nannies listed on Ola Baba are required to undergo a background check, including a criminal record check and verification of references.
  - While we take steps to verify nanny credentials and background, Ola Baba cannot guarantee or be held liable for the actions or conduct of any individual nanny.
  - Clients are encouraged to conduct their own interviews and reference checks before hiring a nanny to ensure they are satisfied with the candidate.
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## **5) Nanny Responsibilities**

- Nannies must provide accurate information regarding their qualifications, experience, and availability.
  - Once a booking is confirmed, the nanny agrees to perform childcare services to the best of their ability, as outlined by the client's request.
  - Nannies are expected to maintain professional behavior and adhere to the agreed-upon working hours and duties.
  - Nannies are responsible for reporting any issues, emergencies, or safety concerns to the client and Ola Baba immediately.
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## **6) Client Responsibilities**

- Clients agree to provide clear, accurate, and complete information about their childcare needs, including the number of children, their ages, and any special requirements (e.g., dietary needs, medical conditions, allergies).
  - Clients must ensure the nanny has a safe working environment and treat them with respect and professionalism.
  - Clients agree to communicate directly with the nanny regarding specific childcare instructions and expectations during the booking period.
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## **7) Service Fees and Payments**

- For Clients: Payment is required to confirm a booking and must be made using one of our accepted payment methods (direct bank transfer, credit card, PayPal, mobile payment). Note that for full-time nannies after initial booking the client will continue to make payments directly to the nanny.
- For Part-time Nannies: Payment for services will be disbursed after the completion of the booked service, as agreed.
- Ola Baba charges a service fee to clients structured in the following way: 10% of the payment for the booking period (part-time nannies) and 10% of the 1<sup>st</sup> month payment (full-time nannies). For part-time nannies clients also pay the full-service fee to the platform and then Ola Baba pays the nanny. This fee covers the payment of the nanny and the platform's operational costs and services, such as vetting nannies and maintaining the platform.

- Clients need to pay the full booking amount to Ola Baba before the nannies begins to work.
  - Ola Baba makes the full payment to the nannies at the end of the service to ensure they do not disappear before completing the designated tasks.
  - Payment for nanny services vary based on experience, availability, and location.
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## **8) Cancellations and Refunds**

- Client Cancellations: Clients can cancel a booking up to 24 hours before the scheduled service for a full refund. Cancellations made less than 24 hours before the service will incur a fee (50% of the service charge).
  - Nanny Cancellations: Nannies are expected to honor their commitments. If a nanny must cancel a booking due to unforeseen circumstances, they must notify the client and [Website Name] as soon as possible. Clients will receive a full refund or may choose to book another nanny.
  - Platform Cancellations: In the event of a platform error or unforeseen event (e.g., technical issues, security concerns), Ola Baba reserves the right to cancel bookings and issue refunds at its discretion.
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## **9) Liability and Insurance**

- Ola Baba acts as a facilitator between clients and nannies and does not provide childcare services directly. As such, Ola Baba is not liable for any damages, injuries, accidents, or losses arising from interactions or agreements between clients and nannies.
  - Clients and nannies agree to indemnify and hold Ola Baba harmless from any claims, damages, or disputes that may arise during the performance of nanny services.
  - We recommend that both clients and nannies have appropriate insurance coverage for accidents or liabilities that may occur during childcare.
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## **10) Dispute Resolution**

- In the event of a disagreement or dispute between a client and a nanny, both parties are encouraged to resolve the matter directly. If a resolution cannot be reached, Ola Baba may offer mediation, though we are not obligated to do so.
- Any legal disputes arising from the use of Ola Baba will be governed by the laws of Mozambique and resolved in Mozambican courts.

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### **11) Termination of Service**

- Ola Baba reserves the right to terminate or suspend your account at any time if we believe you have violated these terms or engaged in fraudulent or abusive behavior.
- Users may terminate their accounts at any time by contacting Ola Baba customer support.

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### **12) Privacy and Data Protection**

- We respect your privacy and are committed to protecting your personal data. By using Ola Baba you consent to our collection, use, and disclosure of your information as outlined in our Privacy Policy.
- We will not sell or share your personal information with third parties, except as required to facilitate nanny services or comply with legal obligations.
- Phone contact numbers of both clients and nannies are only shared after payment has been made and availability confirmed.

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### **13) Platform Availability**

- While we strive to ensure Ola Baba is available 24/7, we cannot guarantee uninterrupted access due to maintenance, technical issues, or other unforeseen circumstances. We will notify users of planned downtime whenever possible.

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### **14) Modifications to Terms**

- Ola Baba reserves the right to modify these terms and conditions at any time. Users will be notified of any significant changes via email or platform notification. Continued use of the platform following changes constitutes acceptance of the new terms.
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## Frequently Asked Questions (FAQs)

**Q1:** How do I know the nannies are trustworthy?

**A1:** All our nannies undergo thorough background checks and provide references. Nonetheless, we always advise clients to also interview the nannies and if need be do a background check including visiting their family houses.

**Q2:** Can I book a nanny for the same day?

**A2:** Yes, if nannies are available, you can book for the same day through our platform.

**Q3:** What happens if I need to cancel?

**A3:** You can cancel up to 24 hours before your booking for a 50% refund or up to 48 hours for a full refund.

**Q4:** How do I make payments?

**A4:** We accept direct bank transfers, deposits, credit cards, PayPal, and mobile payments.

**Q5:** How much does the service cost?

**A5:** We charge a 10% service fee. Nannies propose their own fee varying from 500Mts to 1800Mts/day and 3,000Mts to 10,000Mts/month. This depends on nannies background and clients expectations.

**Q6:** Who pays for part-time nanny's accommodation and meals?

**A6:** The client is responsible for both accommodation and meals of the nanny during the contract period.

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# Travel tips

Here are some essential travel tips for Mozambique to help you make the most of your trip:

## 1. Entry Requirements

- **Visa:** Most visitors need a visa. Apply at a Mozambican embassy or obtain a visa on arrival (confirm eligibility in advance). E-visas are available.
- **Passport:** Ensure it's valid for at least six months with blank pages.
- **Vaccinations:** Yellow fever vaccination is required if coming from an endemic country.

## 2. Best Time to Visit

Mozambique is a tropical country, mostly hot and therefore year-round it is a great place to visit:

- **Hot season:** Although it is hot almost the whole year, November to April is the hottest. You also have holidays season in December when most events are held. This period can also bring heavy rains, especially in the north, but nonetheless it is still the best. It is a good season to go to the beach for swimming, enjoy the sand and go for wildlife safaris, including turtle nesting.
- **Cold season:** May to October offers pleasant weather, sometimes cold and windy but ideal for surfing and do some community work.

## 3. Currency and Payments

- **Currency:** Mozambican Metical (MZN) is the local currency, but USD and South African Rand are often accepted.
- **Payment:** Credit cards are accepted in hotels and some restaurants, but cash is essential in rural areas.
- **ATMs:** Widely available in cities but may be scarce in remote areas.

## 4. Language

- Portuguese is the official language. Basic knowledge or a phrasebook helps in local interactions. English is spoken in tourist areas.

## 5. Safety and Security

- **Political and Security Updates:** Check travel advisories, especially for northern Mozambique due to insurgencies.
  - **Petty Crime:** Be vigilant in urban areas like Maputo and avoid displaying valuables.
  - **Health and Safety:** Drink bottled water, use mosquito repellent, and consider malaria prophylaxis.
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## 6. Transport

- **Flights:** Domestic airlines connect all major cities.
  - **Road Travel:** Roads can be in poor condition; a 4x4 is recommended for rural areas.
  - **Public Transport:** "Chapas" (minibuses) are common but not always safe. Opt for private taxis when possible. There is also yango which is an app like uber.
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## 7. Top Destinations

- **Maputo:** Vibrant capital with rich culture and cuisine.
  - **Maputo National Park:** Based in Maputo, ideal for wildlife safaris and turtle nesting.
  - **Tofo Beach:** Ideal for diving and swimming with whale sharks.
  - **Bazaruto Archipelago:** Stunning beaches and marine life.
  - **Gorongosa National Park:** Wildlife safaris and nature hikes.
  - **Ilha de Moçambique:** UNESCO World Heritage site with colonial charm.
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## 8. Food and Drinks

- **Seafood:** Don't miss fresh prawns, calamari, and fish.
- **Local Dishes:** Try matapa (cassava leaves in peanut sauce) and peri-peri chicken.
- **Drinks:** Laurentina and 2M are popular local beers; R&R (Rum and Raspberry) is a must-try cocktail.

## 9. Culture and Etiquette

- **Respect Traditions:** Dress modestly, especially in rural areas. Be fancy as you like in the cities.

- **Greetings:** A handshake is common; learn simple Portuguese greetings for a warm welcome.
- **Photography:** Ask for permission before taking photos of people.

## 10. Activities to Consider

- **Diving and Snorkeling:** Bazaruto, Ponta de Ouro and Tofo offer world-class experiences.
- **Island Hopping:** Sail on a dhow in the Quirimbas Archipelago.
- **Cultural Tours:** Explore the colonial history in Ilha de Moçambique.
- **Safari:** Visit Maputo National Park for a wild experience.

Here are some useful contacts to have while visiting Maputo city in Mozambique (The country code is +258):

- **Emergency:** 112
- **Police:** +258 82 6331808
- **Nearest Hospitals**
  - Hospital Central de Maputo (Public) - 21 32 50 00
  - Hospital José Macamo (Public) - 21 40 00 45/6
  - Hospital Geral de Mavalane (Public) - 21 46 01 03/4
  - Hospital Privado de Maputo
  - Instituto do Coração (ICOR)
- **Others**
  - Aeroporto - 21 46 58 27/8
  - LAM - 21 46 50 74/9
  - Fire fighters - 21 32 22 22 / 800 19 81 98



## Places to Visit

While in Mozambique, be sure to check out these family-friendly attractions:

- **Tunduru Botanical Gardens:** A peaceful oasis in the city for a family picnic.
- **FEIMA - Feira de Artesanato, Flores e Gastronomia** –
- Maputo Central Train Station
- Maputo Central Market

### Best Safaris

- Maputo National Park
- Bazaruto National Park
- Gorongosa National Park
- Niassa Reserve

### Best Beaches

- Ponta de Ouro
- Ponta Mamoli Bay
- Inhaca Island
- Macaneta
- Bilene
- Vilanculos
- Barra
- Tofo
- Bazaruto Archipelago
- Ilha de Moçambique
- Pemba

### Some Restaurants and Bars to visit

#### Maputo

- A Nossa Tasca
- Artistas
- Botanica

- Brasa Rio
- Calypso
- Campo de Fiori
- Dhow Mozambique
- Fish Market
- Galaxy Indian Restaurant
- Istanbul
- Kwetu
- Manjar dos Deuses
- Maputo Waterfront
- Mundos
- Restaurante Costa do Sol
- Rodizio
- Sagres Shellfish Restaurant
- South Beach
- Taverna
- Txhapo Txhapo
- Zambi

#### **Ponta de Ouro**

- A Florestinha do Indico
- Kaya Kweru
- Love Café and Deli
- Mango Café
- Ponta Beach Bar
- Pontas Restaurant
- Sapphire Sands Bar and Restaurant
- The Melting Pot

#### **Bilene**

- Complexo Palmeiras
- Sandbar and lounge café
- San Martinho Beach club

#### **General Travel Tips**

- Malaria risk is high all year round so get your doctor's advice before travelling and take malaria precautions.

- The best weather is during the dry, cooler season from May to November – which is also whale and dolphin season.
- Getting around Mozambique can be an adventure in itself – domestic flights, buses, taxis, and private transfers. It is best to hire a 4×4 vehicle for remote travel.
- Tipping is a universally accepted method of saying thank you for various services in tourism and the fairest tip is a 10% addition to any bill. Use your discretion.
- It is generally understood that tap water in Mozambique is not 100% pure and clean for drinking so rather drink bought bottled water or boil the water first.

# **Interview Questions & Tips**

## **General Background Questions**

1. Can you tell me about your previous experience as a nanny or housemaid?
2. What duties did you perform in your previous roles?
3. What age groups have you worked with?
4. Why did you leave your previous job?

## **Availability and Flexibility**

1. What days and hours are you available to work?
2. Are you available for occasional overtime or weekends?
3. Can you travel with the family if needed?
4. Are you comfortable with live-in arrangements (if applicable)?

## **Childcare-Specific (for Nannies)**

1. How do you handle a child who is having a tantrum?
2. What activities do you like to do with children of different age groups?
3. How do you approach discipline?
4. What experience do you have with meal preparation?

## **Housekeeping-Specific (for Maids)**

1. What cleaning products and tools are you most comfortable using?
2. How do you handle laundry, including delicate fabrics?
3. Do you know how to iron different types of clothes?
4. Are you experienced with deep cleaning tasks (e.g., windows, ovens)?
5. Can you manage household errands such as grocery shopping?

## **Safety and Emergency Preparedness**

1. How would you handle a medical emergency?
2. Have you ever been in a situation where you had to administer first aid?
3. What would you do if a stranger came to the door while you were home alone?

## **Personality and Work Style**

4. How would you describe your work ethic?

5. How do you prefer to communicate with the family about daily tasks or issues?
6. What do you enjoy most about being a nanny/maid?

### **Hypothetical Situations**

1. If a child refuses to eat, how would you handle it?
2. How would you deal with a misunderstanding with a family member?

### **Interview Tips for Hiring Nannies/Maids**

1. Prepare in Advance: List specific skills or qualities you are looking for.
2. Observe Non-Verbal Cues: Assess body language, confidence, and attentiveness.
3. Scenario-Based Questions: Test problem-solving skills with hypothetical situations.
4. Trial Period: Offer a short trial to observe their skills and interaction with the family.
5. Reference Checks: Contact previous employers for honest feedback.
6. Background Check: Verify identity and perform background checks where possible.
7. Discuss Boundaries: Clarify expectations regarding phone use, visitors, and family privacy.
8. Communicate Salary and Benefits: Be transparent about pay, overtime, and vacation policies.