

## Cancellation & Refund Policy

### Standard (€20/year)

- **Non-refundable membership fee.**
  - Hosts continue receiving curated matches for the full 12-month period, even if they pause or delay their search.
  - They can cancel anytime, but no refunds are issued.
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### Fast Track (€500 one-time)

- **50% refundable before the first call.**
    - If the host cancels *before* the first scheduled interview, they receive a **€250 refund** and still keep the **blank contract templates + Host Training Video**.
  - **No refund after the first call.**
    - Once the first call has taken place, the €500 fee is fully earned.
  - Hosts continue receiving shortlists and may arrange additional calls until a deal is closed or their annual membership expires.
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### VIP (€3,000 total: €1,000 deposit + €2,000 balance)

- **€1,000 deposit — non-refundable.**
    - Covers Kayley's time, personal consultation, and concierge shortlist preparation.
  - **€2,000 balance — normally non-refundable.**
    - Paid before the first 3-way monitored call.
    - The only exception is **if the nanny cancels after a confirmed deal** and the host decides not to continue with replacement shortlists.
    - In that rare case, the host can request a **€2,000 refund** and retains the **blank contracts + training video** (compiled contracts are not provided).
  - If the host cancels voluntarily, both the deposit and balance are retained as concierge service fees.
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## General Principles

- Refunds are **not automatic** — hosts must **formally request** cancellation.
- Nanny Whisperer may offer **continued matching and concierge support** instead of refunds whenever possible.