

TITLE: Pricing & Payment

Version: v1

Last Updated: 2026-01-05

Q: How is pricing determined at NestAid?

A:

- Pricing is based on the type of care required
- Cost depends on care duration and schedule
- Services are tailored to individual care needs
- Final pricing is discussed during the free consultation

Q: Are there minimum service requirements?

A:

- Minimum hours may apply depending on the service type
- Short-term and flexible care options are available
- Scheduling is customized to client needs

Q: How and when is payment collected?

A:

- Payment details are reviewed before care begins
- Billing is aligned with the agreed care plan
- Payments are processed according to the selected schedule

Q: What payment methods are accepted?

A:

- Accepted payment methods are shared during onboarding
- Secure payment processing is used
- Clear documentation provided for all transactions

Q: Are there additional or unexpected charges?

A:

- All expected costs are discussed upfront
- No services are added without approval
- Changes in care are reviewed before billing updates

Q: Can pricing change over time?

A:

- Pricing may adjust if care needs or schedules change
- Families are notified before any pricing updates
- Transparency is maintained at all times