

# Vacancy.care Care Provider Terms

To make sure we can all have a rewarding Vacancy.care experience, it's important for everyone to act responsibly.

Here is a list of our specific Care Provider Terms. To see general service terms which are included and form part of the Care Providers Terms, please view our Vacancy.Care Terms on our website [www.vacancy.care](http://www.vacancy.care) or more specifically at <https://www.vacancy.care/terms>

1. All information provided to and on Vacancy.care must be accurate and supported with legal evidence if required.
2. All Care Providers must be legally entitled to offer the services being offered and make reasonable attempts to accommodate Parents seeking care.
3. All Care Providers must display appropriate legal government certification on demand to any parent using their services, or to Vacancy.care representatives.
4. All Care Providers must be capable of completing the services being offered directly and not sub-contracting through a third party.
5. It is the responsibility of the Care Provider to set their Vacancy.care stored information and settings correctly and to provide up to date information at all times.
6. All care places informed to Vacancy.care must be legally approved.
7. All leads, enrolments, absences and bookings processed in any part by Vacancy.care are considered to be valid transactions on which Vacancy.care fees might be payable if not part of a fixed fee business plan, however there are no fees for simply posting general vacancy care availability.
8. Care Providers agree to charge and collect Parent fees directly and to assist with the collection of any government subsidies as efficiently as possible.
9. Care Providers may signup for a monthly or annual subscription plan for lead and enrolment services and these are provided at a fixed price. All fees are due and payable upon agreeing to the plan in advance and to be paid using the payment methods specified. All plans are recurring and are renewed on the same monthly or annual date as the initial purchase. Subscription plans can be cancelled at anytime so they do not renew from the next renewal date.
10. For Care Providers without a subscription plan: Any enrolment notification by a parent at a Care Provider which is caused in whole or in part by Vacancy.care's lead generation efforts, results in the fee which is 2 times the daily fee. The enrolment fee is payable at the point that the parent notifies their intention to take a place, regardless of what occurs afterwards.
11. Any absence or booking which is caused in whole or in part by Vacancy.care, online or offline, and which results in a Care Provider booking or revenue event, may result in a fee according to the Vacancy.care business plan that the Care Provider is a part of and calculated according to the settings in Vacancy.care.
12. Vacancy.care will issue an invoice for any fees which are not prepaid and the Care Provider agrees to generally pay Vacancy.care fees within 14 days and agrees that Vacancy.care invoices and records are sufficient evidence of the fees being due. In exceptional circumstances, or where specifically agreed in writing by Vacancy.care, these fees may be paid on a 30 day account, which in turn may delay payment of fees to Parents if this is relevant to the fee type.

13. With respect to any Parent supplied absences which are subsequently booked, Vacancy.care agrees to pay out a portion of the fees received to any validly confirmed parent with a nominated payment account, who successfully registers their permanent place as an absence, which is subsequently booked through the Service and results in a genuine revenue event at arms length.
14. You must be over the age of 18 to be a Care Provider.
15. Your account is your responsibility – you must maintain control of it and it is not transferrable.
16. Any pricing and information available in the Site and related to available care places by Care Providers must be final and when a Parent accepts a care place, they should not be asked for any additional fees unless there is a special requirement.
17. Care Providers agree to deal with all availability enquiries and general requests as efficiently as possible.
18. Taxes and other government imposts will be applicable from time to time to Vacancy.care services to Providers and will be applied separately where necessary.
19. It is a general requirement that all communication and processing that begins through Vacancy.care should be maintained wherever possible through the Services in order to provide a consistently high quality of service.

Any questions regarding these terms should be directed to [support@vacancy.care](mailto:support@vacancy.care) or your Vacancy.care contact in writing.

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