



Dear host family,

We are glad you have chosen Au-pair Point as a provider of an au-pair to your family.

Au-pair agency, previously known under the name Agentura Jana, is an established company with long-term experience and a good name, which it has earned over more than 30 years of operation not only in the Czech Republic, but also in Slovakia. Since 1990, we have arranged stays first in Germany, then in other German-speaking countries, and nowadays we cooperate with agencies and families all over Europe. During our time on the Czech market, we have provided au-pair stays to more than three thousand applicants.

Our strengths are complete service, quality of services, willingness to always help and the absence of bureaucratic processes – we always only ask for what we really need and what is absolutely necessary. You can count on fair, friendly and personal dealings with us.

What is the procedure of having one of our au-pairs in your family?



1) Contact – You can contact us via email, telephone or Skype. You are obviously free to ask any questions.

2) Registration – You fill in the registration form where you will describe your family, members, your demands, expectations of the au-pair, duties, etc.

- 3) Agreement between the family and the agency – you will be kindly asked to sign an agreement of cooperation between your family and our agency, where we summarize your requirements and sign the conditions, so everything is transparent.
- 4) Profiles and recommendations - We will choose suitable au-pairs for your family based on your demands. You can pick one or more au-pairs to have call with.
- 5) Online call – You will have an online call with the candidate(s) to see, if there is connection from both sides and if your and au-pair's expectation meets reality.
- 6) Contract – We will prepare the contract between you and au-pair, of course with conditions that both parties agree with.
- 7) Payment – After receiving payment, we will release the contract to both – family and the au-pair.
- 8) Ready to go – Now everything is settled and au-pair is ready to go to your family.

How do we choose the suitable au-pair for your family?

When choosing the right au-pair, we mainly focus on her ability to communicate, experiences with children, suitability to your demands, capacity to solve problems and knowledge of target language.

We provide full profiles of potential au-pairs including questionnaire, photos, references (that are always checked), health certificate and criminal record.

How much does it cost?

64€/month (128€ per summer stay, 384€ half-year stay, 640€ 10-month stay, 768€ one-year stay). Paid in advance.

This includes:

- complete service of the agency
- interviews with the au-pairs for suitability and ability of the au-pair
- list of available au-pairs for the position
- checking references of the au-pairs
- forming and checking of all the documents provided by the au-pairs (criminal record, health certificate, questionnaire, references, pictures, etc..)
- preparing and consulting the form of the contract between the family and the au-pair
- 24/7 support if help is needed throughout the whole stay of the au-pair

Amendment:

No fee is paid, until there is signed contract between the family and the au-pair. No hidden fees and charges.

Fee is returned back or new au-pair is provided (up to family) under these circumstances:

- *one of the parties decides to terminate the contract in the first 14 days of the stay which is „trial period“ when both parties can terminate the contract without any further explanation*
- *the au-pair does not follow the duties mentioned in the contract, or breaks the rules of the family (also mentioned in the contract)*

How do I start?

Fill in the questionnaire (if you haven't yet) and we will get in touch with you shortly:

<https://www.svetaupair.cz/families/>