

Babysitting

Areas involved in the definition of this process

Version	Corporate Area	Document Type	Date
1	Corporate Organization Department Corporate Operations Department Corporate Marketing Department	Procedure	June 2017

Responsible of the process

Corporate Area	Approved by
Corporate Operations Department	Francisco Javier Mármol

Purpose and Scope

This document describes the process to follow when a Customer requests the Babysitting service. This policy applies to all NH Hotel Group Hotels in all the Business Units. Internal Audits may be realized to ensure the correct compliance of this procedure.

Summary

- 1 General Principles
- 2 Description of the process
- 3 Responsibilities and subsequent audits
- 4 Related Documents

1 General Principles

- All Hotels that offer this service to their Customers must have identified local companies to ensure the provision of babysitting service when requested. This identification **does not require the Homologation of these companies by the NH Hotel Group Procurement department**, since there will be no contractual relationship between NH Hotel Group and the service provider.
- This service should always be provided to the Customer by a company recommended by NH Hotel Group, which has to be specialized in babysitting services and that proves to have properly qualified personnel for this task and that proves to have in force a liability insurance.
- Whenever the contracting of a service between the Customer and the Babysitting company is closed, it is responsibility of the contracted Babysitting company to provide to the Hotel a copy of the insurance. The Hotel has to store it with the other documentation generated.

- In no case it is allowed to carry out this type of task by non-qualified third parties or companies not recommended by the hotel.
- Once the service is requested by one of the Customers, the Hotel will have to contact the corresponding company to confirm the provision of this service, and once agreed, the Hotel will contact the customer in order to confirm the service.
- The Hotel will be only an intermediary in the contracting of the service. The Hotel will never handle the payment, so it will be always the Customer who pays directly the person in charge of providing the service. It is not allowed to charge this service in the invoice of the Customer.
- The Hotel is not allowed to charge fees related to this service that may have subsequent legal implications.

2 Description of the process

1. Once the service is requested by the Customer, the Hotel will have to contact the agreed company to confirm the provision of the service. It is important to remind to the Babysitting company or to the person who is going to provide this service that they have to provide the following documents before the provision of the service:

1.1. A copy of the company's liability insurance

1.2. The signing of the "Disclaimer Service Provider" Document

2. After confirming the service with the company the Hotel will contact the Customer to confirm it. Consecutively, it is necessary to inform the Customer that s/he has to go to Front office to sign the disclaimer form from NH Hotel Group (Disclaimer Document) for the babysitting service of which the Hotel is not responsible.

The Hotel will have to file a copy of these documents, correspondingly signed by all the people involved during the period of 5 years.

3. Before providing the service, the person in charge of providing it has to go to the Reception to hand in the copy of the insurance and to sign the service providing document.
4. The Customer will pay this service directly to the person in charge of providing it, the Hotel will not intermediate in this process.

3 Responsibilities and subsequent audits

- The Hotel is responsible for collecting the necessary signatures in the aforementioned documents.
- Front office Manager will be responsible to file these documents and the copy of the insurance provided by the Company during the period of **5 years**.
- NH Hotel Group Internal Audit department will make compliance review of this process in which it will be necessary to provide the corresponding documents properly signed.

4 Related Documents

In these links you will be able to download the different versions of the aforementioned documents to provide them to the Customer and the Company providing of the service and which have to be correspondingly signed and delivered to the Hotel with the aim to be stored.
Any country not included in following list may use English version.

- **“Disclaimer Client” Document* (Customer signature needed):**
 - [Spanish Version](#)
 - [English Version](#)
 - [French Version](#)
 - [Italian Version](#)
 - [German Version](#)
 - [Dutch Version](#)
 - [Spanish Version – Chile](#)
 - [Spanish Version – Colombia](#)
 - [Spanish Version – Ecuador](#)
 - [Spanish Version – Argentina](#)
 - [Spanish Version – México](#)
 - [Spanish Version – Uruguay](#)

- **“Disclaimer Service Provider” Document* (Company signature needed):**
 - [Spanish Version](#)
 - [English Version](#)
 - [French Version](#)
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 - [Dutch Version](#)
 - [Spanish Version – Chile](#)
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 - [Spanish Version – Argentina](#)
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- We remind you that in order to access to the Policies & Procedures Portal you have to use the credentials
“User”: nh, “Password”: nh (both in lower case).