



HOW TO BE A BAMBINO SITTER 101

Contents

How to Use the App	4
How to Prepare for Your First Booking	10
How to Deal with Emergencies	12
What to Do After Your First Booking	13
Frequently Asked Questions	14

Welcome to Bambino!

In this guide, you'll find everything you need to know to be a successful Bambino Sitter, including how to use the app, how to get your first recommendation, and how to prepare for your first booking.

You are what makes us special! The best Sitters respond fast, respond often, and always show up.

Feel free to refer back to this guide whenever you have questions about the app, or about how being a Bambino Sitter works. If you can't find the answer you're looking for here, please reach out to your local Community Coordinator, or to our office at support@bambinositters.com.

Welcome aboard, and happy babysitting!

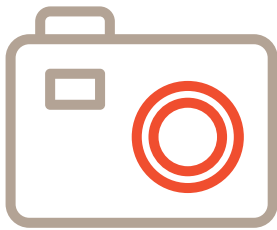
Sincerely,

The Bambino Team

PART 1:

How to Use the App

Creating a Bambino profile in 4 easy steps



1 Choose a quality photo of yourself for your profile



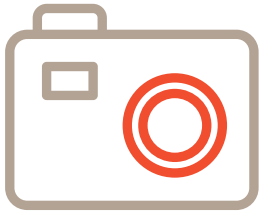
2 Write a well-crafted "About Me" section



3 Set an attractive hourly rate



4 Attach a positive recommendation



Selecting a profile picture

Here are a couple of key things to keep in mind when choosing your profile picture:

1. Your profile photo needs to be a photo of just you. We know that you probably have some wonderful group photos of you with your friends, but this makes it tough for Parents to know who it is that they're hiring. If you don't have a photo of yourself, take one right now! If you don't like it, you can always change it later.
2. Make sure your photo isn't blurry, or taken from too far away. Again, the purpose of this picture is to give Parents an idea of what you look like, and to establish a connection—this is difficult if they can't really see you.



Guidelines for creating an effective bio

Your About Me section is a reflection of you. Make sure you present yourself in the best possible light by making sure you don't have any typos, misspelled words, or poor grammar in your bio. Once you're done, read it again and triple-check for typos or awkward phrasing.

PRO-TIP: When writing your bio, try sharing information about yourself that will be relevant to Parents. If you have prior experience babysitting, let them know! Other things that demonstrate your work ethic, skills, or personality are encouraged as well. Let Parents know that you're an athlete, have a car, volunteer on the weekends, or any other information that speaks to your interests, strengths, or character.

PRO-TIP: Don't worry about giving Parents your life story. Ideally, your bio should be 150-200 words long.

SAMPLE BIO: *Hi Parents! My name is Savannah, and I'm a student at North Medford High. I've been a babysitter for the past 3 years, and have experience watching kids between the ages of 2 and 8. I've also been a volunteer in my church's nursery for the past two years, and am comfortable taking care of babies. I love doing arts and crafts with the kids that I watch, and coming up with fun activities for us to do together.*



Setting your rate

As a Bambino Sitter, you're free to set your rate at whatever you'd like to charge. However, keep in mind that Bambino charges an additional fee on top of your rate to Parents, so if you set a particularly high rate, it may decrease your chances of being booked. If you're unsure of what to charge, utilize the chart provided in the app to determine what amount is typically charged in your area, keeping in mind your experience level.



Getting a recommendation

For Sitters who have never babysat before, ask a Parent, coach, or teacher to recommend you based on your character, work habits, and responsibility. For Sitters with prior experience babysitting, ask a former Parent you've sat for to write you a recommendation based on their experience with you.

Recommendations don't need to be formal, or meet a certain length requirement, but should be meaningful and helpful to Parents that are considering hiring you. This is a critical step in the process, and lends credibility to your profile. The more recommendations you have, the more likely a Parent is to request you.



Boosting your availability

Bambino allows you to boost your availability on Fridays and Saturdays, as those days are typically peak babysitting days. **Let Parents know you're available by toggling "Yes" or "No" on the Home screen of the app, or by visiting the Bookings tab.**

For weekdays, no boosting is necessary, as all Sitters are thought to be available unless they've marked themselves otherwise in the calendar section under "My Account."



Accepting a booking

You'll receive a text notification when a Parent wants to book you. To accept, either follow the link provided in the text, or open the app and visit the Bookings tab.

Once you've reached the Bookings tab you'll be able to view the Parent who is requesting to book you. Click on their profile to see more information about their kids, their kids' allergies, and their address.

Tap "Available" if you'd like to take the booking, or "Not Available" if not.

The date, time, and address of the booking will be added to both your calendar and the Parent's calendar.



Adjusting to a time change

A Parent may want to adjust the time of the booking prior to your arrival. This is done through the in-app messaging system. If you receive a message from a Parent requesting a time change, and you both agree it, use the "Start Booking" and "Stop Now" button accordingly to start and stop the timer in alignment with what you agreed on.



Completing a booking

When the booking comes to a close, open the app and tap "Stop Now." If the Parent has stopped the booking, you'll receive a notice, and won't need to stop the booking yourself.



Rating system

After every Sit, parents will rate you according to five criteria:

1. Did you communicate well?
2. Were you present with the kids?
3. Did you clean up after yourself?
4. Were you on time?
5. Did you follow instructions?



Cancelling a booking

Although cancellations are strongly discouraged, we understand that there are sometimes exceptional circumstances. **If you do need to cancel a booking, visit the Booking tab within the app and press "Cancel."**

As a reminder, whenever you cancel a booking, your rating is negatively affected, and may decrease your chances of being booked in the future.



Payment

Make sure you've connected either your Venmo account or your bank account to the app before accepting your first booking. To connect Bambino to your Venmo or bank account, tap the "My Account" icon, and scroll down to "Payment."

Parents will pay you through the app and the money will be deposited into the account you've chosen. Expect to see the payment arrive in your account in 2-3 business days. The term "business days" refers to the typical days of the work week, Monday - Friday, between the hours of 9 am and 5 pm. This means that if you babysat on Saturday, you might not see the payment show up in your account until Wednesday, as banks are typically closed on Sunday, and will process your request on Monday. **If your payment hasn't arrived within 5 business days, please notify Bambino at bambinosupport.com.**



NOTE: If you choose to be paid through Venmo, we recommend setting the privacy setting on your Bambino transactions to "Private." This can either be done for all of your transactions at once by visiting the "Settings" tab, or by individually changing the privacy of each transaction by tapping the blue icon below the payment that reads, "Public," "Private," or "Friends." This is recommended in order to protect you from any unwanted comments.



Messaging

Utilize our messaging functionality to connect with Parents prior to a Sit. This is a great opportunity to confirm the location of the booking, contact information for the Parent, and to ask any questions you might have prior to arriving.

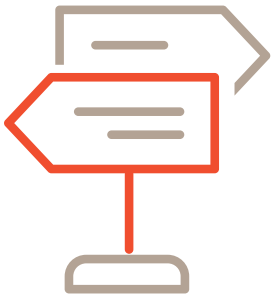
PART 2:

How to Prepare for Your First Booking



Introduce yourself

Once you are confirmed for a Sit with a new Parent, reach out to them through the messaging feature to introduce yourself, confirm the time and address of the Sit, and to ask if there are any house rules or expectations you should be aware of. (Ex. Some Parents may prefer for their kids to have no screen time during the Sit, or expect for you to have cleaned up the house before they arrive back at home.) Remember that communication is one of the 5 criteria Parents will rate you on, so communicate early and often!



Be flexible

Be prepared to be flexible—bookings sometimes change. Check the app frequently the closer you get to the date of the booking to ensure that the Parent hasn't messaged you with a requested time change.

Take time to familiarize yourself with the information you've been provided with about the kids you are watching. Think through what they might need (diapers, etc.), and be prepared to ask Parents where to find necessary supplies when you've arrived at the house.

Double check important information

Familiarize yourself with the parent's profile one last time to confirm any child allergies or notes regarding their care.



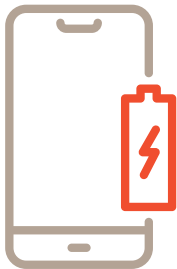
Know where you're going

Make sure that you're familiar with the address of the Sit, and have adequate transportation to and from the location. If you have any questions about the location, check in with the Parent ahead of time via the Messaging feature.



NOTE: If something looks off about the location of the Sit (i.e. it is located at a hotel, shopping plaza, or another commercial location), check in with your local Community Coordinator before you leave for the booking. **DO NOT** attend a booking if you are at all uncertain about the location or the Parent who has booked you—always consult your local Community Coordinator if something feels "off."

PRO TIP: Go above and beyond with Parents by asking them ahead of time if you can bring anything additional (i.e. toys, games, snacks), or if there's anything you should know before you arrive



Make sure your phone is fully charged

Remember that the Bambino app keeps track of your Sit, so make sure that your phone has plenty of battery life before you leave. Bring a charger just in case, that way you never have to worry about your phone dying during a Sit.



NOTE: Even though you need to bring your phone with you to keep track of the Sit, try to either limit or completely avoid personal phone use while you're being paid to babysit.

Ask about emergency supplies

In case of an emergency, make sure to ask parents where any first aid supplies are within the house when you first arrive.

Make a great first impression

Show up on time with a smile and a patient, friendly attitude!

PART 3:

How to Deal with Emergencies



1 If a medical or safety emergency occurs, call 9-1-1.



2 On first arriving to any booking, familiarize yourself with where first aid supplies are within the house.



3 Notify Parents if anything happens that you're unsure of how to handle.



4 Do not attempt any medical or CPR techniques if you have not been properly certified or trained.

PART 4:

What to Do After Your First Booking

Schedule another Sit

The best thing to do after your first booking is to schedule your next booking! The more bookings you complete, the more recommendations you'll receive and the quicker you'll move on to become an Elite Sitter.



Message the Parent

Make sure to message the Parent the following morning to tell them that you really enjoyed spending time with their kids. Offer to Sit for them again and remind them to request you through the app.

EXAMPLE MESSAGE: *"Thank you for trusting me with your kids last night. I really enjoyed spending time with them and would love to Sit for you again. If you ever need me again, just send me a request through Bambino. If I can make it, I'll let you know right away! Thanks!"*

Let everyone know you're available

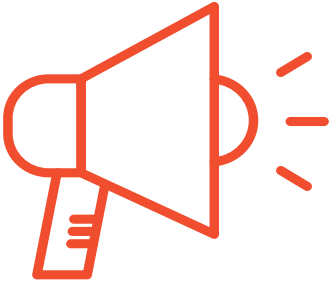
Boost your availability on the app to let Parents know you're ready for your next booking.

Strengthen your profile

If you're not already certified, take a CPR course to increase your chances of being booked. If you're not already certified, take a babysitting course to increase your chances of being booked.

Confirm your payment

Double check that your bank or Venmo information is correct and that you've received your first payment within 2-3 business days of the completed booking. (Refer to the "Payment" section if you're uncertain what "business days" means.)



Tell your friends

Send your "Refer-a-Friend" link to a friend (Parent or Sitter) and you'll both get \$10 when they complete their first booking on Bambino.

Make sure you received a recommendation

If the Parent you sat for hasn't yet given you a recommendation, politely message them and ask them if they would leave you one.

EXAMPLE MESSAGE: *"Hi Karen! Thank you again for trusting me with your kids on Tuesday. I loved spending time with them. If you wouldn't mind, I'd really appreciate it if you took the time to leave me a recommendation on Bambino!"*

PART 5:

Frequently Asked Questions



Payment

How much do I get paid when I sit?

Bambino supports you in building your business as a Sitter. You set the rate you want to charge Parents and you will know exactly how much you will earn. When setting your rate, make sure to take your age and experience into account. Also think about what others in your market are asking. Keep in mind that the higher you set your rate, the fewer jobs you're likely to get. As you babysit for more families through the app you will earn recommendations and increase your network. Parents look to book babySitters recommended by their friends and are often willing to pay a slightly higher hourly rate for Sitters with recommendations from their friends.

When do I get paid?

Once the Parent confirms your payment, it will be processed immediately through Braintree, which is the leading mobile payment processor, and deposited within 2-3 business days into your Venmo or bank account depending on which selection you chose.

If you babysit between Friday evening and Sunday evening, your payment should be deposited no later than Wednesday evening. If you complete a sit in the evening, the first business day is the follow day. Bank holidays will delay payments. If a Parent pays with American Express, it could delay payment by a day.

Please confirm your account information is entered correctly. You can verify this by selecting: My Account > Payments. If you have selected your Venmo email or phone number as your payment source, please make sure your email address or cell phone number are verified with your Venmo account or Venmo will not allow the deposit. Use this link to understand how to verify your Venmo account:

<https://help.venmo.com/hc/en-us/articles/209690078-Phone-and-Email-Verification>

How do I get paid?

Sitters are paid through Venmo or direct deposit into their bank accounts. Bambino is a cashless platform so all payments are processed through the app. Sitters cannot request cash or any other form of payment made outside of the app. Payments are processed through Braintree, a subsidiary of PayPal that specializes in mobile and web payments. Payments are processed immediately and are generally deposited within 2 business days.

Can I change the rate I charge?

Yes! You set the rate you want to charge, and changing this rate is simple! Click the "My Account" tab in the bottom right of the app. From there, look for the "My Hourly Rate" button and click that. This screen will let you change your hourly rate and provide you with helpful information about the rate you are charging.

NOTE: If you change your rate, it will only affect future sits. Confirmed sits are locked in at your current rate.

Do I need to pay taxes on money I earn from babysitting jobs through Bambino?

All payments on Bambino are processed through a trusted third-party payment system and are not taxed. According to the IRS, income earned from babysitting, whether on a regular basis or only periodically, is taxable. The best practice is to always report your income regardless of how it is earned, however, Bambino is not able to provide any additional tax advice. Bambino does not issue 1099s unless you earn more than \$20,000 and have more than 200 transactions, both in one calendar year.

There are two states whose tax laws are different (Vermont and Massachusetts). If you live in these states and processed \$600 or more in total transaction volume through babysitting jobs, Bambino will generate 1099-K tax forms for you. If you believe you have met these requirements and have not received a 1099-K tax form, please email support@bambinositters.com.

You can view your reservations in your app: Bookings > View History.

We encourage you to consult with a qualified tax professional for any additional information relating to taxes.



Bookings and Requests

How do I delete a pending recommendation request?

Simply email us at support@bambinositters.com with your name, email address, and which recommendation request you'd like deleted, and we can handle that for you.

Can I charge more for multiple kids?

We get it, multiple kids can be more difficult than one. However there are many factors that can impact the complexity of a Sit, e.g. bedtime, late nights, early mornings, infants, homework, etc. At Bambino, our mission is to make babysitting easy. As such, Sitters are asked to set one fixed hourly rate based on what they view their time to be worth. Prior to accepting the Sit, you can see how much you'll make, when the Sit is scheduled, and how many kids you'll be caring for. At that point, you can decide if you want to accept or decline.

It is not acceptable to accept a Sit request and then message the Parent to request a higher rate. Doing so will result in your removal from Bambino.

Can I accept multiple pending Sits for the same day/time?

YES! We want to help you connect with a job when you're available to work. Let's say you accept a request for a Sit on Saturday evening from 6-10 pm and you're still waiting for a response from the Parent when you are requested for another job on the same Saturday evening, also from 6-10 pm. You can accept BOTH! Whichever Parents confirms you first for the Sit will book you and the Parent will be notified that you are no longer available. Parents receive multiple text message reminders to confirm a Sitter so don't feel bad. It's not fair to you to miss out on other opportunities while the Parent is still deciding.

Can I bring my own children with me on a Bambino Sit?

We advise Sitters not to accept a Sit where they would have to bring their child(ren) with them.

We discourage this arrangement because it can be very complicated and is usually not preferred by most Parents using the app.

As a Sitter, if this is your only available option, please be sure to clearly state this at the top of your "About Me" section in your profile. If you are requested for a Sit and your only option would be to bring your own child(ren), please accept and then immediately notify the Parent of the arrangement via the in app chat feature available in the Parent's profile page.

What do I do if a Parent has not confirmed a Sit I accepted?

"Awaiting Parent Confirmation" means that we have texted the Parent to notify them that you have accepted the request and you are now waiting for the Parent to confirm/choose a Sitter. You are not yet booked for the Sit. Once a Sitter has accepted the Sit request, the Parent has 24 hours to confirm a Sitter before we cancel the reservation. We send Parents multiple text messages alerting them to each accepted Sitter and encouraging them to choose a Sitter or cancel the request if their plans have changed.

You will receive a text message notification if you are chosen and/or if another Sitter is chosen. You will not be notified if the Parent cancels the request or if the request times out.

If 24 hours is too long and your plans change, you can change your response to decline at anytime in the app.

Also, please know that you can accept multiple, overlapping requests and the first Parent to confirm you will book you. We will decline the other requests for you.

You should never go to a Parent's home if you do not receive notification that you were chosen for the Sit.



General

How old do I have to be to join Bambino?

You must be at least 13 years old to join Bambino. If you are under 18, we'll also need to get your Parent or guardian's consent, but don't worry, we'll help you with that as part of the registration process.

Does Bambino support in-home daycares or Sitters offering childcare in their place of residence?

No, Bambino is a platform for traditional babysitting services where Parents request a childcare provider to care for their own children in their home. Sitters should not advertise their licensed or unlicensed in-home daycares on the Bambino platform. Sitters cannot request or accept a request for Parents to bring their children to the Sitter's residence.



What is Bambino Rewards?

We love our Sitters and want to make sure our most active Sitters have an opportunity to be rewarded. As such, we've developed a rewards program called Bambino Rewards, effective May 6, 2019. Each month we track the number of bookings you complete. Sitters who complete 0-2 bookings in a month are considered Occasional Sitters. Those that complete 3-4 bookings are considered Frequent Sitters, and those that complete 5 or more are considered Rockstar Sitters! Every dollar you make earns you between 1-3 points in Sitter Rewards. Points are earned on every dollar of your hourly rate. Tips are excluded from points rewards. Once you reach 1500 points you can redeem your points for a \$25 Amazon gift card! Amazon gift cards are good for nearly anything under the sun. See, we thought you'd like that!

Sitter Level	Booking/month	Reward Points
Occasional Sitter	0-2	1 point per \$1 earned babysitting
Frequent Sitter	3-4	2 points per \$1 earned babysitting
Rockstar Sitter	5+	3 points per \$1 earned babysitting

Once you achieve a rewards status of Frequent Sitter or Rockstar Sitter, you will maintain that status for the remainder of the month in which you achieved the status plus the following month. In other words, if you achieve Frequent Sitter status on June 15, you will maintain that status through July 31. In July, you will have the ability to extend that status another month (through August) by completing 3-4 bookings in July...and so on.

If you experience any issues or have any questions not covered in this Welcome Guide, please reach out to your Community Coordinator for assistance.



©2020 All rights reserved.