

# Emergency Childcare

Safe, nurturing care for your little ones  
with Tots and Tails - Brighton



TOTS AND TAILS  
BRIGHTON

## What's Included

- Immediate, reliable childcare cover when plans fall through
- Care for children of all ages, from babies through to school age
- Supervision in the family home or a safe agreed setting
- Support with daily routines: meals, naps, bath and bedtime
- Engaging play and activities suited to the child's age and interests
- School or nursery pick-ups and drop-offs if required
- Homework support for school-aged children
- Calm and consistent care to reassure children in unexpected situations
- Clear and responsive communication with parents throughout the booking
- Flexible availability including daytime, evenings, weekends, and short-notice requests (subject to availability)
- Peace of mind: fully insured, Paediatric First Aid certified, and Enhanced DBS checked

## Cost & Packages

| Type of Service                                  | Rate / Fee  | Conditions & Notes  |
|--|---|---|
| Standard Hourly Rate (Daytime, 08:00–18:00)      | £20.00 / hour   | Minimum 3-hour booking  |
| Evening / Late-Evening Rate (18:00–23:00)        | £24.00 / hour   | Additional fee due to unsociable hours  |
| Overnight Care (from evening through to morning) | £180.00 flat rate                                       | Covers ~10 hours (e.g. 22:00–08:00). For shorter/longer periods, see “Extended Night Rate.” |
| Extended Night Rate                              | £22.00 / extra hour (beyond overnight)                  | Applies if care begins/ends outside covered overnight window                                |
| Short-Notice / Emergency Surcharge               | + £5.00 / hour  | For bookings made within 12 hours of start time   |
| Block / Repeat Bookings Discount                 | 5–10% off (depending on frequency)                      | Applies if client uses emergency care multiple times per month                              |
| Travel / Zones Charge                            | £0.60 / mile outside a 5-mile radius of Brighton centre | Applies to areas beyond your core coverage zone   |

## 📌 Example Pricing Scenarios

- A 4-hour daytime emergency booking (e.g. 2 pm–6 pm) →  $4 \times \text{£}20 = \text{£}80$
- A 3-hour late-evening booking (e.g. 7 pm–10 pm) →  $3 \times \text{£}24 = \text{£}72$
- Overnight (10 pm–7 am) flat rate →  $\text{£}180$
- If a client books at 8 pm for a 10 pm start, short-notice surcharge applies →  $10 \times (\text{£}24 + \text{£}5) = \text{£}290$
- If a client books 5 emergencies in a month, you could apply e.g. 7 % discount to total

## 📄 Terms & Conditions

- Minimum booking period: 3 hours per session.
- Payment method & timing: Deposit of 50 % required upon booking confirmation. Balance due upon completion (or prior in special cases).
- Cancellation policy: Free cancellation up to 24 hours before start. Later cancellations incur fee of 50 % of booked hours.
- Surcharge applies: on bank holidays and during unsociable hours (00:00–06:00) —  $+\text{£}6$  / hour.
- Travel cost: Calculated from your location; zones beyond 5 miles incur the travel charge above.
- Multiple children / special needs: A small additional fee may apply depending on number of children or extra care requirements.

## How to Book

**Call me directly** – Immediate bookings are made via phone only to ensure rapid response.

**Quick discussion** – We'll confirm your location, needs, and timings.

**On my way** – I'll arrive as soon as possible, prepared with everything needed for safe and loving care.

**Confirmation & payment** – Booking confirmed verbally; payment handled at the end of the session or as agreed.

## Why Choose Tots & Tails

- **Professional qualifications** – BA in Childhood Studies, Paediatric First Aid, Enhanced DBS
- **Experienced** – 3+ years in emergency childcare, nurseries, and family homes
- **Flexible & reliable** – available for planned bookings or last-minute care
- **Warm & nurturing** – I adapt to each child's personality and routines
- **Creative play & learning** – from crafts and outdoor fun to homework support
- **Trusted by families** – safe, insured, and committed to children's wellbeing
- **Peace of mind** – clear communication and daily updates so you feel connected

## FAQ'S

### 1. Are you fully qualified and checked?

Yes — I hold a BA in Childhood Studies, I'm Paediatric First Aid trained, and I have an Enhanced DBS check.

### 2. How many children can you care for at once?

I can look after the children of up to two families at the same time, depending on ages and needs.

### 3. Do you offer last-minute or emergency bookings?

Yes — I provide both pre-booked and emergency childcare (emergency bookings are via phone call only).

### 4. Will you follow our family routines?

Absolutely — I adapt to each family's routines, including meals, naps, school runs, and bedtime.

### 5. Are you insured?

Yes — I hold full public liability insurance for all childcare services.

## Contact

I'd love to support you and your family — whether that's caring for your little ones, walking your dog, or helping on a special occasion.

**\*FOR EMERGENCY CARE - PLEASE CALL DIRECTLY\***

**Get in touch today to book your Emergency Care:**

✉ **Email:** [hello@totsandtailsbrighton.co.uk](mailto:hello@totsandtailsbrighton.co.uk) / [totsandtailsbrighton@gmail.com](mailto:totsandtailsbrighton@gmail.com)

☎ **Phone:** 07418 641814

🌐 **Website:** [www.totsandtailsbrighton.co.uk](http://www.totsandtailsbrighton.co.uk)

📄 You can also complete the quick **booking enquiry form** on my website — I'll get back to you as soon as possible.

Follow along for updates & tips:

📷 Instagram: @totsandtailsbrighton

📘 Facebook: [facebook.com/totsandtailsbrighton](https://facebook.com/totsandtailsbrighton)

🌟 *Book your Emergency Care today and enjoy peace of mind knowing your loved ones are in safe, caring hands.*

## Mini Terms & Conditions

- Minimum booking: 3–4 hours depending on service.
- 50% deposit required for wedding chaperone or block bookings.
- Payment due at the end of each session (or before event care).
- Cancellations: 24 hours' notice required for standard childcare bookings.
- Wedding chaperone services: 7 days' notice required, deposits are non-refundable.
- Children cared for in line with Ofsted standards and safeguarding best practice.
- Clients must provide all necessary items (food, nappies, medication, routines).
- We reserve the right to withdraw services in cases of unsafe behaviour or withheld information.

Full Terms & Conditions are available on request or at [www.totsandtailsbrighton.co.uk](http://www.totsandtailsbrighton.co.uk)