



BalanceNrenew LLC
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BalanceNrenew Care Services

FAQ

Childcare-tutoring/homework support-transportation

Thank you for reviewing the answers to our most frequently asked questions. We welcome you to contact us directly with any further inquiries.

FAQ

Childcare FAQ

Can I get emergency sitting service?

Yes, we can provide emergency service in less than 24 hours, based on availability. There may be an additional fee for such matters.

Can I request a specific care provider?

Yes, we will do our best to keep your provider consistent. Sometimes your provider may not be available. In this case, we will send one of our licensed, qualified providers.

Can I tip?

Yes, tips to your care provider are welcome. Sitters do not carry cash. Tips may be added online at our website.

If I return home earlier than the time I booked, do I still pay for full services?

If you return home earlier than the amount of time you booked, you will receive a 20% refund of any outstanding balance beyond the 3-hour minimum.

Do you provide care for sick children?



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Caring for sick children depends on the level of sickness. We want to make sure all children are properly cared for, so we will accept children who are not contagious and have minor colds and coughs. Once fevers or any urgent matters are recognized, we will contact you immediately to return.

Do you care for more than one kid at a time?

Yes, we care for multiple children at once. But an additional cost may be assessed.

What happens if I cancel service within 24-hours of my scheduled service time?

If you cancel within 24-hours or less of your scheduled start time, you will still be charged for the 3-hour minimum. Notice 1-2 weeks in advance is required for package modifications to avoid standard charges. For cancellations of contracts with 3 months or more, a 30-day notice is required to avoid charges of the package monthly rate. Services under a 3-month contract require 2 weeks' notice to avoid charges at the packages 2 weeks rate.

Homework/Tutoring FAQ

Who are my tutoring providers?

Our tutors are typically retired teachers and college students who are prepared to assist with general education courses. They are credentialed and trained in child development.

What if I need to cancel or reschedule support?

If you cancel at least 24 hours ahead of your appointment time, you will be able to reschedule.

How often can I reschedule?



You may reschedule services twice. After that, we must eliminate one of the sessions from your multiple-session package. If the tutor cancels, you will not lose any sessions.

Will I get a refund if I cancel my service before using all the sessions?

Yes, you can receive a refund, but it will be prorated for weekly services. Notice 1-2 weeks in advance is required for package modifications to avoid standard charges. For cancellations of contracts with 3 months or more, a 30-day notice is required to avoid charges of the package monthly rate. Services under a 3-month contract require 2 weeks' notice to avoid charges at the packages 2 weeks rate.

How much support can I receive?

We recommend no more than 2 hours a day, twice a week.

How much improvement can I expect from tutoring?

It all depends on the goals set and the amount of effort put in. We want you to be satisfied—we'll provide you with highly-trained, motivated, and successful tutors, and we will do our best to encourage students to complete homework and use study skills to be successful. We will aim to ensure the students improve in several necessary areas—academics, study skills, and motivation—so that the growth continues when they are not with the tutor.

What is the difference between tutoring and homework support?

- **Homework support** focuses on all work assigned to the student that has to be completed at home.
- **Tutoring services** assist the student to improve in focused subjects, such as math or writing. Tutors often have expertise in a particular subject.
- Homework and tutoring can be combined.



Housesitting FAQ

Will you care for pets while house sitting?

Yes, if a sitter is available and skilled with the pet. We will confirm the availability of a pet sitter when we finalize your service agreement.

What if I cancel services?

Cancellation must be done at least 24 hours in advance. Once you've signed a Service Agreement, we will assess our 3-hour minimum service fee upon cancellation. Notice 1-2 weeks in advance is required for package modifications to avoid standard charges. For cancellations of contracts with 3 months or more a 30-day notice is required to avoid charges of the package monthly rate. Services under a 3-month contract require 2 weeks' notice to avoid charges at the package 2 weeks rate.

What is the sitter's responsibility during the sit?

A sitter is expected to step into the owner's shoes when completing a sit, which means maintaining an owner's home and pet care routines as the owner themselves would. To make sure you are satisfied and feel comfortable while away, we will always go over any special rules and needs for your home, as attachments to the Service Contract, and, if needed, during an in-person visit.

Sitters are not expected to complete any tasks that are considered "work." They are not able to work on any extenuating household tasks or business of the owners. If any major decisions are needed while the sitter is on the job, the homeowners must make arrangements beforehand and share those with BalanceNrenew.

Transportation

What happens if there is a mechanical problem with the transportation vehicle during service?



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In case of a transportation problem or breakdown, we will make sure the rider is safe and find alternate transportation for the rider. If none is available, you will receive a partial refund for the time of use. If the rider is underaged, an adult will be notified immediately.

Cancelation and modifications

Notice 1-2 weeks in advance is required for package modifications to avoid standard charges. For cancelations of contracts with 3 months or more, a 30-day notice is required to avoid charges of the package monthly rate. Services under a 3-month contract require 2 weeks' notice to avoid charges at the packages 2 weeks rate.

*All services must be paid for before services are rendered.

*Appointments are not confirmed until payments are received