

Code of conduct

For families · What a parent commits to

You are welcoming someone into your home, next to your children. Almost everything is decided beforehand.

ENFORCED Checked by the app. You cannot work around it.

COMMITMENT Rests on you. Can be reported and sanctioned.

APPLIES TO EVERYONE

ENFORCED

No contact details in the chat

Phone numbers, email addresses and social handles are hidden on both sides. Outside the app nothing is traceable if something goes wrong, and nobody can help you.

ENFORCED

The conversation follows the babysitting

It opens when a babysitting is accepted and closes 18 hours after it ends. A declined request, or one taken by someone else, never opens a conversation.

ENFORCED

A review implies a real babysitting

It can only be left after a babysitting paid through the app, and no earlier than 1 hour after the start time.

ENFORCED

Payment happens outside the app

Bambinoush never takes, holds or forwards money. Cash or a payment app, directly between you. The amount is confirmed in the app to close the babysitting.

COMMITMENT

One identity, one person

Bambinoush is for adults only, on both sides. An account belongs to a single person: you do not create an account for someone else, and you do not lend yours.

COMMITMENT

Reports are read

Six reasons: inappropriate content, spam, scam, harassment, safety issue, other. Reviewed within 24 hours. Blocking is immediate and needs no justification.

WHAT A PARENT COMMITS TO

Your listing tells the truth

COMMITMENT

- Neighbourhood, hours, number of children and their ages are accurate.
- A babysitting lasts at least 30 minutes (enforced).
- You disclose before acceptance: allergies, ongoing treatments, special needs, pets, bedtime routine, and anything that would make the evening different from what is written.

You reply

COMMITMENT

An application left unanswered ties up a babysitter who could have accepted elsewhere. Reply, even to say no.

You pay at the end, the agreed amount

COMMITMENT

- The rate is the one in the listing, plus any overtime actually worked.
 - Payment happens at the end of the babysitting, not later.
 - The babysitter sees the same amount you confirm: a discrepancy shows up immediately.
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Cancelling: three windows, only one without consequence

ENFORCED

- 4 hours or more before the start: you cancel directly.
 - Between 4 and 2 hours: this is no longer a cancellation, it is a request. The babysitting stands until the other party approves it, and your reason is passed on.
 - Under 2 hours: the cancellation is unilateral and recorded against your account.
 - Once it has started, a babysitting can no longer be cancelled in the app.
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Photos of your children

ENFORCED

Babysitters who apply to your listings can see them. You are responsible for the other parent consenting. Include nothing that identifies a school, an address or a route.

You stay reachable

COMMITMENT

- A phone that rings, for the whole duration of the babysitting.
- On site and in writing: exact address, entry code, a second adult to call, the child doctor number, bedtime and meal instructions.

What a parent does not ask for

- Cleaning, errands, or any task that is not looking after the children.
- Looking after additional children who were not announced.
- Staying beyond the agreed hour without explicit agreement.
- A personal number or account before acceptance.
- A discount once the babysitting is over.

WHEN THE CODE IS NOT RESPECTED

REPORT

Reviewed within 24 hours. Blocking is immediate and entirely yours to trigger.

RECORD

A cancellation under 2 hours stays attached to the account. Trophies only count babysittings accepted and then completed: a cancelled one never appears, even if a review was left.

SUSPENSION	By moderation, following a report. Signing in becomes impossible; appeals go in writing to contact@bambinoush.com .
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REMOVAL	No appeal: a child left alone, a stolen identity, a photo of a child shared, an attempt to bypass the app to escape any traceability. Anything falling under child protection is reported to the authorities.
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This code complements the terms of use; it does not replace them.

Bambinoush connects families and babysitters. The app employs nobody, collects no payment, and is not a party to the agreement between you.