

Code of conduct

For babysitters · What a babysitter commits to

You are trusted with what a family holds most precious. Everything else follows from that.

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 BABYSITTER COMMITS TO

Your profile tells the truth

ENFORCED

- At least 18 years old. Registration is refused below that.
- Real first name, a recent photo of you alone, real experience and real languages.
- Identity verification confirms you are the person in the profile. It is not mandatory, but families book a verified profile far more readily.

You only apply if you are free **ENFORCED**

Withdrawing an application blocks you from re-applying to the same listing for 30 minutes, so the parent does not watch your name appear and vanish.

You arrive on time **COMMITMENT**

A delay is announced in the chat as soon as you know about it, not on arrival. A parent with a train to catch has no other option than you.

During the babysitting **COMMITMENT**

- You never leave the children alone. Not for a few minutes, not while they sleep, not to go down to the car, not to run to the shop, not to meet a delivery downstairs.
 - Nobody else enters the home without the parent written agreement.
 - Screens, outings, meals, bedtime: the parent instructions decide.
 - You publish no photo or video of the children anywhere, not even privately, not even without their faces.
 - You report every incident at the end: a fall, prolonged crying, a refused meal, a broken object. An incident kept quiet is an incident discovered later.
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Cancelling: the same three windows **ENFORCED**

- 4 hours or more before the start: direct cancellation.
 - Between 4 and 2 hours: a request with a reason, approved by the parent.
 - Under 2 hours: unilateral and recorded. At that hour a family finds nobody.
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In an emergency **COMMITMENT**

- Injured or ill child: emergency services first, the parents right after. Never the other way round.
- Everything else: the parents, then the second contact left on site.
- You stay until a responsible adult returns.

What a babysitter does not ask for

- More than the amount agreed in the listing.
- Payment up front, before the babysitting has happened.
- A personal number or account before acceptance.
- To confirm an amount that was not actually received.
- To be reviewed in exchange for a favour or a gesture.

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 .
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.

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.