

A Spoonfull of Sugar Childminders



Winnipeg's Original Nanny & Childminder Agency

Terms of Service

Effective Date: January 1, 2026

Welcome to **A Spoonfull of Sugar Childminders**. By accessing our website www.aspoonfullofsugarchildminders.com (<https://www.aspoonfullofsugarchildminders.com>)), submitting a booking request, or engaging our services, you agree to comply with and be bound by the following Terms of Service. Please read them carefully.

1. Scope & Services Covered

These Terms of Service apply to all clients, website visitors, event hosts, and families utilizing services provided by A Spoonfull of Sugar Childminders across Winnipeg, Manitoba, and surrounding areas:

- **Childminding:** Short-term, date-night, and weekend in-home child supervision.
- **Nanny Placements:** Long-term full-time and part-time in-home nanny matching.
- **Event Childcare:** Group childminding for corporate functions, private gatherings, and special events.
- **The Wedding Nanny:** On-site professional wedding childcare, reception activity management, and care.

2. Booking, Pre-Billing & Overtime Terms

- **Pre-Billed Appointments:** All childcare appointments are pre-billed for a set length of time agreed upon prior to service delivery.
- **Sitter Punctuality:** If a sitter arrives late, the client may recoup that exact amount of time at the conclusion of the appointment.
- **Schedule Extensions:** If a client requests to extend a shift beyond the pre-billed time, they must contact the sitter directly. Upon confirmation, the additional hours will be communicated to Sarah, invoiced to the family, and paid to the sitter accordingly.
- **Agency Booking Integrity:** All bookings, schedule changes, and ongoing communications must be arranged through Agency Owner Sarah (431-400-7200). Sitter cell numbers are provided strictly for shift coordination and emergency contact during active bookings.

3. Strict Non-Solicitation Policy

Soliciting A Spoonfull of Sugar Childminders staff, childminders, or nannies for private employment or independent bookings outside of the agency is strictly prohibited. Bypassing the agency constitutes a breach of contract.

4. Health & Sick Child Policy

To protect our childminders, nannies, and other client families from contagious illness, clients must inform us immediately if a child is sick or infectious to cancel their booking:

- **Mandatory Cancellation Triggers:** Sitzings must be cancelled for any contagious illness, including a fever 37.7 celsius/99.9F or higher, unexplained rashes, or untreated ear infections.
- **24-Hour Symptom-Free Rules:** Children must be free of vomiting and diarrhea for at least 24 hours without medication before a sitter can return. Children diagnosed with Strep Throat, Conjunctivitis (Pink Eye), Flu, Bronchitis, or Pneumonia must be on antibiotics for a minimum of 24 hours prior to care.
- **Non-Communicable Conditions:** Mild colds or allergy-related symptoms do not require cancellation provided the child can comfortably participate in their routine.

5. Child Safety, Custody & Transportation Protocols

- **Authorized Release:** Children will only be released to verified parents or adults designated in writing prior to the shift. Proper government photo identification must be presented before a child is released to any third party.
- **Transportation Authorization:** Sitters will only transport children in personal vehicles once a signed Transportation Authorization Form is on file, mileage rates per kilometre are agreed upon, and verified business vehicle insurance coverage is confirmed.
- **Emergency Medical Authorization:** In the event of a medical emergency requiring urgent attention, staff will call 911 immediately and notify parents. Clients authorize staff to provide paramedics with emergency medical treatment permission forms.

6. SMS Messaging Terms & Compliance

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1. **Program Description:** This messaging program sends appointment confirmation and reminder messages to customers who have booked an appointment with **A Spoonfull of Sugar Childminders** through our website at www.aspoonfullofsugarchildminders.com, or via our scheduling forms, and have explicitly opted in to receive SMS notifications. Opt-in is collected via web forms with a dedicated checkbox for SMS consent. Messages include scheduling confirmations, appointment reminders, rescheduling updates, and customer support communications.
2. **Cancellation Instructions:** You can cancel the SMS service at any time. Simply text **"STOP"** to the same number that sent you messages. Upon sending "STOP," we will confirm your unsubscribe status via SMS. Following this confirmation, you will no longer receive SMS messages from us. To rejoin, sign up as you did initially, and we will resume sending SMS messages to you.
3. **Support Information:** If you experience issues with the messaging program, reply with the keyword **"HELP"** for more assistance, or reach out directly to aspoonfullofsugarchildminders@gmail.com or call 431-400-7200 during business hours.
4. **Carrier Liability:** Carriers are not liable for delayed or undelivered messages.
5. **Message & Data Rates:** Message and data rates may apply for messages sent to you from us and to us from you. Message frequency varies based on your service usage and appointment schedule. For questions about your text plan or data plan, contact your wireless provider.
6. **Supported Carriers:** Our SMS program works with all major wireless carriers across Canada and the U.S., including Bell, Rogers, Telus,, and regional carriers.
7. **Age Restriction:** You must be 18 years or older to participate in our SMS program.

8. **Privacy Policy:** For privacy-related inquiries, please refer to our Privacy Policy at www.aspoonfullofsugarchildminders.com/_files/ugd/4733a0_875e5086ffad4537b7d308788adb4ece.pdf

We comply with all applicable laws and regulations, including the Telephone Consumer Protection Act (TCPA) and CTIA guidelines, regarding the use of SMS communications.

7. Governing Law & Jurisdiction

These Terms of Service are governed by and construed in accordance with the laws of the Province of Manitoba and the federal laws of Canada applicable therein. Any disputes arising under these terms shall be subject to the exclusive jurisdiction of the courts sitting in Winnipeg, Manitoba.

8. Contact Information

If you have any questions regarding these Terms of Service, please contact us:

- **Owner & Manager:** Sarah
- **Agency Phone:** 431-400-7200
- **Email:** aspoonfullofsugarchildminders@gmail.com
- **Website:** www.aspoonfullofsugarchildminders.com

Aug 2026