



KNOW YOUR NANNY NIGERIA®
We truly Care...

KNOW YOUR NANNY NIGERIA

Subsidiary of Lingrand Visionary Global RC. 2743550

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KYN SERVICE GUIDE



- Everything you need to know about our procedures and Monthly fee packages for KYN services •

WELCOME!

Dear potential client,

Thank you for your interest in our services at **KNOW YOUR NANNY NIGERIA!**

Kindly note that KYN is a Childcare, Adultcare, Home management and Consulting Firm and not an (referral) Agency, We don't Source and refer Staffs, rather we render the service through our staffs

KYN Nigeria is an exceptionally established childcare, adultcare, home management and consulting Firm with offices located in the heart of central Nigeria.

We have a fantastic team of experienced consultants who work with dedication and integrity. Our esteemed reputation and quality of service have resulted in the development of a constantly expanding network of satisfied clients, whose needs and requirements we understand, and accommodate to the highest standard.

We recognize how important and sensitive this process is for you and are committed to seeing you through. To this end, we have created a **7 step process** to ensure that we arrive at the successful deployment of a KYN service staff in your Home.

Please find below, a detailed insight into our subscription, packages and the wonderful things we have detailed out for your child(ren), also find, our Subscription fee and service fee packages.

Once you decide to Subscribe to our yearly Subscription please follow this link [click here](#) to fill out our consultation form and we will send you an invoice or you can also make payment directly to our bank account and we will send you our consultation form.

◆ **By making payment, it means you have read, understood and agreed to KYN's policies and procedures.**

For more information, please [click here](#) to log onto our website to read our privacy and data collection policy including what we do with the data we collect, how we store your data and our T&Cs.

[Follow us on
Instagram](#)





VALUE PROPOSITION TO OUR CLIENTS.

KYN NIGERIA is committed to providing superior service to meet our clients' needs. We work at ensuring utmost professionalism is displayed always in our business relationships and interactions.

Below are some of the benefits you will derive as our client:

Quality Service

Quality is the highest level of care that can be provided to Clients within the scope of the organization, with a high level of service quality KYN is capable of meeting customer needs while also remaining economically competitive in our industry. This is why we pride in rendering effective service in order to meet your need

Risk Minimization

KYN Nigeria help you to minimize risk, Employment and domestic labor laws change regularly, and it can be difficult for employer to stay up-to-date on regulations that affect the workplace.

Discipline

We maintain a high level of discipline and all staff deployed by **KYN Nigeria** are all highly disciplined

Data base

We have a robust database of skilled Staffs to meet your needs even at short notice. Our staffs fulfill the minimum requirement of communicating and writing in English language.

Health and Safety

All deployed KYN Staffs know that hygiene is the watch word for KYN and replicate this wherever they are deployed to.

Partnership

We partner with the best Diagnostic Centers, Health practitioners, Consultants, Firms, Psychologists, Researchers, Data Analysts and other Staffs to give you the best Childcare experience.

We employ proven therapeutic methods in our trainings and screening sessions for the sanity and well-being of our clients, candidates and our team.

PHOTO SPEAK BELOW: KYN CHILDCARE STAFF





Welcome! Here are the 7 step process to help you get started...

Step1. Read through and decide on the best service fee package for your Home needs. Please put into consideration the unique needs of your household.

Step2. Select payment for the three year Subscription fee and fill out our consultation form

Step3. Once we confirm your payment and complete consultations, A Contract will be issued to your email through our legal team Contract Shall be signed by both client and KYN .

Step4. we will begin processing your request.

KYN processing time is between 5-7 working days after which our services begin running in your home and a KYN Service Staff will be deployed to serve you.

◆We strongly advise that you read all contracts carefully before appending your signature.◆

Payment of our Subscription fee indicates that you have read and agreed to our T&Cs.

Step5. The KYN staff deployed to your Home will be escorted by the relationship manager assigned and will issue stamped legal contract to be signed by both client and KYN Representative.

Step6. For a seamless process you are expected to onboard the deployed staff using the staff guidebook. Give them the necessary information, rules, and regulations that apply to your home, this is called orientation and it's extremely important.

Step7. Client shall be contacted 3-5 days after resumption to ensure successful onboarding has begun. We will sure to do monthly follow-ups and scheduled visits

Please Note: **KYN Nigeria will not at any point be involved in any form of human trafficking.** Any of such practice will be reported to The National Agency for the Prohibition of Trafficking in Persons(NAPTIP).

If any issue arises between client and the deployed KYN Staff, KYN shall fully be involved and should be reported to before any action is taken.

OUR SERVICES

- ★ Childcare Services
- ★ Household Management Services
- ★ Maternity Nursing Service
- ★ Special Childcare Services
- ★ Adult Care Services
- ★ Travel care Services



Once you choose the best Service package suitable for you and your family Kindly request for an invoice by filling our [Consultation Form](#) to fill our staff consultation form and make the necessary payment Or kindly contact a Consultant to help you book (+234)907-935-0879 | (+234)807-868-4301 | (+234)703-992-4433

For Expatriate Services, Contact KYN Expatriate Customer Care on Aupair@kynnigeria.com for more information, visit kynnigeria.com/expatriateservice for a breakdown of our services.

KYN SUBSCRIPTION FEE	VALIDITY
SAPPHIRE AND GOLD: N758,000.00	3-5years Only Stability guaranteed!
DELUX AND ROYAL DELUX N2,560,000.00	



Wondering what our service packages and fees are?
Check page 8 & 9!



KYN SERVICES AND AVAILABLE PACKAGES

SAPPHIRE SERVICE (LEVEL 1)	GOLD SERVICE (LEVEL 2)	DELUXE SERVICE (LEVEL 3)	ROYAL DELUXE (LEVEL 4)
<p>Sapphire - Basic</p> <ul style="list-style-type: none"> ✓ Feeding ✓ Room Maintenance ✓ Cooking ✓ Feeding ✓ Kiddies Laundry ✓ Cleaning & Sterilization of play toys. ✓ Kiddies Housekeeping ✓ Relationship Management <p>Sapphire-Exclusive</p> <ul style="list-style-type: none"> ✓ Meal Planning ✓ Confectioneries ✓ Newborn Care ✓ First AID ✓ Fire Management ✓ CPR ✓ Creating Stimulating Activities ✓ Kids Activity Engagement ✓ Monthly Playdates ✓ Home Work Assistance ✓ Moral and Emotional Support 	<p>Gold - Basic</p> <ul style="list-style-type: none"> ✓ Feeding ✓ Meal planning ✓ Confectioneries ✓ Room Maintenance ✓ Cooking ✓ Feeding ✓ Kiddies Laundry ✓ Cleaning & Sterilization of play toys. ✓ Kiddies Housekeeping ✓ Relationship Management ✓ Home Work Assist <p>Gold - Exclusive</p> <ul style="list-style-type: none"> ✓ Premie care ✓ Newborn Care ✓ First AID ✓ Fire Management ✓ CPR ✓ Creating Stimulating Activities ✓ Kids Activity Engagement ✓ Monthly Playdates ✓ Creating Opportunities in Learning ✓ Moral and Emotional Support ✓ Fire Management ✓ French Tutorship ✓ Vocabulary Development ✓ Home Personal Assistance ✓ Mother et Childcare ✓ tutorship 	<p>Deluxe - Basic</p> <ul style="list-style-type: none"> ✓ Feeding ✓ Meal Planning ✓ Confectioneries ✓ Room Maintenance ✓ Cooking ✓ Feeding ✓ Kiddies Laundry ✓ Cleaning & Sterilization of play toys. ✓ Kiddies Housekeeping ✓ Relationship Management ✓ Home Work Assist ✓ First AID Assist ✓ Creating Opportunities in Learning ✓ Kids Activity Engagement ✓ Fire Management <p>Deluxe - Exclusive</p> <ul style="list-style-type: none"> ✓ Premie Care ✓ Newborn Care ✓ Spanish/Italian Tutorship ✓ Driving Expertise ✓ Essential Growth Materials ✓ Play Accessories and age app Upgrade ✓ Montessori Educational Assist ✓ Essential Edu Materials ✓ Creating Stimulating Activities ✓ Customised Umbrella ✓ Vocabulary 	<p>Royal Deluxe - Basic</p> <ul style="list-style-type: none"> ✓ Premie Babycare ✓ Basic Medic Knowledge and Admin ✓ Emergency Medic Assist ✓ Feeding ✓ Meal Planning ✓ Confectioneries ✓ Room Maintenance ✓ Cooking ✓ Feeding ✓ Kiddies Laundry ✓ Cleaning & Sterilization of play toys. ✓ Kiddies Housekeeping ✓ First AID Assist ✓ Home Work Assist ✓ Creating Opportunities in Learning ✓ Kids Activity Engagement ✓ Fire Management ✓ Relationship Management ✓ Vocabulary Development ✓ Montessori Education Assist ✓ Growth Materials ✓ Play Accessories and age app upgrade ✓ Essential Edu materials ✓ Driving Expertise <p>Royal Deluxe - Exclusive</p> <ul style="list-style-type: none"> ✓ Mother et Childcare ✓ Creating Stimulating Activities ✓ Kids Activity Engagement ✓ Monthly Playdates ✓ Creating Opportunities in



		<ul style="list-style-type: none"> Development ✓ Monthly Playdates ✓ Creating Opportunities in Learning ✓ Home Work Assistance ✓ Moral and Emotional Support ✓ Maternity Nursing ✓ Travel Care 	<ul style="list-style-type: none"> Learning ✓ Home Work Assist ✓ Lifeguard/Swimming Expertise ✓ Customised Play Teddy ✓ Customized Age Appropriate Stroller ✓ Music Expertise ✓ Arabic Lang Tutorship ✓ Self Defence Expertise/Personal Guard ✓ Royal Uniform ✓ Moral and Emotional Support ✓ Tracker
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Please see below, our Subscription Fees and Available Payment Plan (Please note that the fees for each package covers BASIC and EXCLUSIVE of each package.

INTERSTATE SERVICE REQUIRES A 6MONTHS PAYMENT PLAN

PACKAGES	SAPPHIRE	GOLD	DELUXE	ROYAL DELUXE
MONTHLY FEE	N238,000 +VAT	N520,000 + VAT	N965,000 +VAT	N2,650,000 + VAT
Quarterly Plan *Required*	Trimester x 4/yr	Trimester x 4/yr	Trimester x 4/yr	Trimester x 4/yr
FEE SUMMATION VAT Inclusive	N767,550 VAT Inclusive	N1,677,000 VAT Inclusive	N3,112,125 VAT Inclusive	N8,546,250 VAT Inclusive



FUN FACT

KYN organizes play dates and kiddies fun activity events for children within The KYN community to meet, play, have fun and learn from each other

We ensure to keep you updated on opportunities designed for children within your child's age range!!

WHAT OUR CLIENT(S) SHOULD KNOW

PREVILEGES UNDER KYN LISTING CHARGE

1. Valid for a minimum of three years and gives client access to staff redeployment within this duration, however, we guarantee stability unless on client request.
2. All deployed staffs are medically fit and sound
3. Client is entitled to our service for a minimum of 3 years as long as you keep to our T&C's
4. All our Staffs are well trained and equipped to care for children of all ages (birth-age 15)
5. All deployed staffs are expected to work with KYN service uniform respectively, and will receive new sets yearly
6. 100% Satisfaction guaranteed of our services
7. Client has access to standby staff redeployment should the need arise

WHAT HAPPENS DURING PROCESSING?

Documentation takes place, Client is added to KYN'S soft and hard data, while our partners at Legal partners is notified to draft a binding contract and issued to our office within 3-5 working days, afterwards, according to clients need, a staff will be deployed to clients home within 1-3 working days

WHAT HAPPENS AFTER DEPLOYMENT?

All deployed service staff of KYN Nigeria is expected to partake in our quarterly trainings to enable constant upgrade, devotion and ensure satisfactory services all year round

The location, date and time are communicated to our client through email a week or two prior.

NB: CLIENTS ARE NOT TO REJECT DEPLOYED STAFFS, ALL DEPLOYED STAFFS ARE WELL TRAINED AND EQUIPPED TO PERFORM THE TASKS EXPECTED OF THEM.

THE DEPLOYED STAFF IS RENDERING THE SERVICE ON BEHALF OF KYN.

KYN IS THE COMPANY RENDERING THE SERVICE TO YOU DIRECTLY AND NOT THE STAFF.

THE STAFF IS A REPRESENTATIVE OF KYN NIGERIA AND KYN IS FULLY RESPONSIBLE FOR THE STAFF.

CLIENT'S ARE NOT ALLOWED TO POACH ANY TRAINED SERVICE STAFF UNDER KYN NIGERIA AS THERE ARE LEGAL CONSEQUENCES FOR SUCH ACTIONS



KYN REFUND POLICY

KYN has a no refund policy, clients are subscribing to a minimum of a tri-yearly service, in so doing KYN is not obligated to refund but ensure to carry out all of her promises.

Please Note: All subscribed services are valid for a minimum of 3 years

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Still don't understand?

Give us a call: (+234)807-868-4301 | Info@kynnigeria.com
Or book an office consultation, visit www.kynnigeria.com/contact to book!



Did you know?

You only pay just four (4) times a year + VAT for each service
No hidden charges!

PHOTO SPEAK BELOW: KYN CHILDCARE STAFF



10 REASONS WHY YOU SHOULD WORK WITH US

1. **WE TRULY CARE:**Why wouldn't we? Our love for premium childcare is impeccable!
2. **WE ARE VERY AFFORDABLE:** we put you first ,we do not over charge our clients!
3. **WE CARE ABOUT YOUR SAFETY AND GENERAL WELL-BEING:** We are very conscious and tactical about your safety and well-being
4. **COMMITMENT :** We are dedicated, trustworthy and unique in our approach towards your needs, we protect your sanity.
5. **ACCOUNTABILITY:** We have been in this industry for a very long time, We have a fantastic team of experienced consultants and other Staffs who work with dedication and integrity. Our esteemed reputation and quality of service have resulted in the development of a constantly expanding network of satisfied clients, whose needs and requirements we understand, and accommodate to the highest standard.
6. **GENUINE REPUTATION:** Our Reputation far exceeds us.
7. **PARTNERSHIP:** We partner with our clients for progress and sustainability. We raise our potential. We care passionately about the people we work with, the families we render our Services to and the Society at large.
8. **EXCELLENCE:**We are excellent in offering unique quality services. We are experts,we research,we learn,we grow. We approach the Domestic Service in a unique way. We value culture and language. We provide an intelligent service for our clients and candidates.
9. **DISCRETION AND CONFIDENTIALITY** – we believe in complete discretion and confidentiality, starting from the first conversation. At KYN Nigeria, we offer you the very best service by listening to your family needs, matching your needs with our excellent Domestic Services and ensuring sustainability between you and KYN NIGERIA
10. **STRESS FREE POLICY:** At KYN,we ensure the satisfaction of our clients in a seamless,stress free way,such that it leaves you happy and refreshed.