

# BROOMEES

» We are Broomees India Pvt. Ltd., a reputable provider of househelp services, catering to various needs such as Cooks, Househelps, Babysitters, Japa, and All-rounders. Our helpers can work on a Part-time or Full-time basis.

Our helpers' service timing is fixed from 7 a.m. to 8 p.m. Customers can select their preferred timing and shifts through our website/mobile app. Under no circumstances will the worker start work before 7 a.m. and work after 8 p.m. ««

» Our All-rounder services cover various tasks comprehensively, performing them in a basic manner. If you require specialised assistance in specific areas, you may book a helper solely responsible for that purpose.

For Cooks and Babysitters, we request customers to allow a day or two for them to adjust and blend into the environment, and allow sufficient time to incorporate customers' feedback. ««

» Users have to pay a subscription fee with 18% GST, along with the worker's monthly salary. Please note that subscription and salary are two different amounts. As part of this subscription, users can avail the benefit of free replacements within a specified period. Specifically, we offer 3 replacements in a 6-month subscription and 5 replacements in a 12-month subscription. The time period for replacement may vary from 1 to 10 working days from the day when the previous helper was assigned, subject to customer's approval for arranging a replacement.





»» In the event of replacements, the salary of the existing worker should be paid fully before the replacement joins the customer.

To continue availing our services, you will be required to renew your subscription post completion of its tenure, via a separate invoice. Please note that we do not have the provision to hold or pause the subscription at any moment during the tenure. ««

»» During emergencies or when our regular helpers are unavailable, we have temporary "Stepney" helpers who are on Broomees' payroll and can be sent to only certain areas of NCR. The salary of the Stepney helper is separate from that of the permanently assigned helper and needs to be cleared before the start of the upcoming week on a separate salary invoice. Please note that Stepney helpers are limited and can be sent depending on their availability and schedule.



Booking fee, subscription charge and helpers' monthly salary are entirely separate amounts and cannot be adjusted with each other.

»» Booking fee is paid on website/app for sharing customers' exact requirements with us.

Subscription charge is the amount paid for availing services of Broomees. Helpers' salary is payable for the domestic services provided by the helper basis their attendance.

Part-time helpers are allowed 3 paid leaves & Full-time helpers are entitled to 2 paid leaves per month. In case these leaves are not taken by the helpers, customers will be required to encash these paid leaves according to the per day salary of the helper. ««

»» Customers are responsible for maintaining their helper's attendance and should promptly inform us if the helper fails to show up, even on the first day. Failure to do so may result in a delay in arranging replacements. Users can do this on our app and also raise queries regarding their helper or services.







We do not provide trials for our services.  
Customers are required to pay subscription in advance  
for the helper to report directly on the agreed date of joining.

Once a booking is placed, changes such as shifting time slots, altering job requirements, or selecting different preferences will not be possible. Our Relationship Managers may try to accommodate such requests, but results cannot be guaranteed. We advise customers to be selective and careful while filling out their requirements.

The facility of customization of services is not available. All services provided are as per the choices selected on the website/mobile app.

While availing Japa services on either part-time or full-time basis, customers will be required to pay both subscription and monthly salary in advance as per the tenure of the service chosen.

We understand the importance of safety, and as such, customers are authorised to request a Police Clearance Certificate (PCC) of the helper, which can be shared after the services have commenced. The processing time for PCC is 5 to 7 working days.

Rejecting a helper's profile requires a valid and unbiased reason. At Broomees, we prohibit discrimination against helper on the basis of race, religion, caste, national origin, disability, sexual orientation, gender, marital status, gender identity, age, or any other protected characteristic under applicable law. We value diversity and inclusivity in our services.



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The previous helper's salary needs to be cleared, either directly or to Broomees, before the replacement helper joins.



The profile of the helper shared with you is carefully selected based on your specific preferences and requirements mentioned on the booking. To maintain professionalism and accuracy of our services, we share only one profile at a time. This allows us to focus on presenting the most suitable helper who aligns with your needs.

It is our policy to ensure timely payments to workers for their services. Under no circumstances can the worker's salary be withheld by the customer. Rest assured that we adhere strictly to this principle to maintain professional and ethical conduct of services for all parties.



We strive to provide reliable and efficient househelp services, and we appreciate your trust in our company. For detailed terms and conditions of our services, please visit <https://broomees.com/terms>.

For any further queries, please feel free to contact us:



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