

How fees work — a guide for families

Hermanus Helpers is a personal matching service — not an agency. Kirst personally meets and vets every candidate before introducing her to a family. The fee reflects that time and care, and is structured so that you only pay the bulk of it once you've met your match and decided to hire.

THE THREE STEPS

1 Search deposit — R200

Paid when you submit the intake form. Deductible from your placement fee.

Non-refundable once your search has begun.

What's included:

- Personal intake conversation with Kirst
- Active matching against your family's specific requirements
- Introduction to 1–3 candidates — each personally met, vetted, and reference-checked by Kirst

2 First payment — R1,550

Due once you've decided to go ahead with a trial — paid before the trial begins.

What's included:

- Candidate briefed by Kirst before the trial begins
- Onboarding guidance for your family — what to communicate, how to structure the week
- Trial week guides for both family and nanny
- Advice on daily rates and salary expectations

3 Final payment — R1,750

Paid at the end of a successful trial week, when you decide to hire.

What's included:

- Post-trial debrief with both family and candidate
- Help thinking through the practical arrangement — hours, pay day, leave
- Available for questions through your first month

Total placement fee

R3,500

For context — formal agencies typically charge 8–10% of annual salary. At R10,000/month that's R9,600–12,000. The Hermanus Helpers fee is a flat R3,500, regardless of salary.

A FEW THINGS WORTH KNOWING

If the trial doesn't result in a hire. Your first payment (R1,550) is retained — it covers the real work that went into finding and introducing the candidate. One re-match is included at no additional charge. If

a second trial also doesn't result in a hire, we'll have a conversation about next steps.

If you withdraw before the trial begins. The R200 deposit is non-refundable. No further amounts are owed.

After hiring. The employment relationship is directly between your family and your nanny — you arrange the contract, pay her salary, and manage the day-to-day. Kirst is available for questions during the first month, but is not the employer.

PAYMENT DETAILS

Account name	Kirsten Meintjes
Bank	Standard Bank, Hermanus
Account number	071874569
Branch / sort code	051001
SWIFT code	SBZAZAJJ
Reference	[Surname] Family