Operated by Elephant in the Room Infotech Private Limited
CIN: U63120KA2025PTC202307
Poornachandra Towers, 146/1, HSR Layout, Bengaluru, Karnataka 560102
www.mymaasi.com

NANNY ENGAGEMENT CONTRACT

Live-in Caregiver — 24×7

Live-in v1.0 | August 2026

1. OUR SHARED PROMISE

1.1 Purpose

This is not a legal document alone, it is a shared promise between Maasi (the Company) and You, the Parent. Together, we're shaping something deeply human: trust-based childcare in your own home.

Maasi is a community-led platform where parents help parents find and manage reliable nannies.

1.2 Promise

Our Promise (Maasi)	Your Promise (Parent)
We'll support you fully. We'll do our best to help you find, hire, and manage a reliable nanny — smoothly and with care, every step of the way.	**Value our effort and time.** We take every placement seriously — your timely responses and clarity help us serve you better.
We'll keep everything clear. From duties to payments, every detail is documented and transparent, so there's no confusion or surprise.	**Communicate openly.** Whatever it is — feedback, changes, or concerns — share it early so we can act quickly and fairly.
We'll uphold dignity in care. Every nanny deserves rest, respect, and fair treatment — that's how stable, long-term care is built.	**Treat your nanny with respect.** Caregivers thrive where they feel valued — kindness and patience keep good care consistent.

1.3 Who This Agreement Is Between

The Company	Maasi, the brand and platform operated by Elephant in the Room Infotech Private Limited CIN: U63120KA2025PTC202307 Poornachandra Towers, 146/1, HSR Layout, Bengaluru, Karnataka 560102 support@mymaasi.com

The Parent	Name: _____ Mobile: _____ Email: _____ Service address: _____ Pincode: _____

1.4 Key Terms

Caregiver / Nanny	The independent care professional introduced by the Company and engaged by the Parent. See Clause 2.10.
Active Duty Hours	The hours during which the caregiver is responsible for the child's care, as set out in Clause 2.5.
Night Support	Attending to the child during the night where genuinely needed, without displacing the caregiver's continuous rest period.
Trial Day	The caregiver's first day of service. It is a paid working day. The Parent may reject the caregiver within 24 hours of the Trial Day; a rejection at this stage does not count towards the replacement limit in Clause 4.1(8). See Clause 4.1(6).
Instant Nanny	An on-demand caregiver provided for short-notice or temporary cover, subject to availability, charged at the rate displayed in the Maasi app at the time of booking.
Registration Fee	₹2,400, payable at registration to begin the search. See Clause 4.1(2).
Placement Fee	A one-time fee for the initial placement. See Clause 4.1(3).
Monthly Fee	The recurring monthly amount covering the caregiver's service fee, platform, oversight, and replacement cover. See Clause 4.1(4).
Service Fee	The portion of the Monthly Fee disbursed to the caregiver on the Parent's behalf.
Subscription	The active engagement, running for as long as Monthly Fees are paid and current.
Replacement Cover	The Company's commitment to place a replacement caregiver at no fresh Placement Fee. See Clauses 4.1(7) and 4.1(8).
Relationship Manager	The Company's assigned point of contact for the Parent, notified at onboarding.
Schedule A	The Engagement Particulars recording your children, service details, and commercials.

1.5 Term

This agreement begins on the date it is signed and continues month to month. It renews automatically with each Monthly Fee paid, and remains in force until ended in accordance with Clause 6.6. There is no fixed lock-in period.

2. SCOPE OF WORK

2.1 The Role

The caregiver lives in your home and supports your child's daily care, comfort, and rhythm. She is a caregiver, not general domestic staff, and living in the household does not extend her role beyond childcare.

Her focus remains only on the number of children recorded in Schedule A and the routines connected to them. All work happens under the parent's guidance and within the structure set by Maasi — so the home stays calm, safe, and sustainable.

2.2 Standard Responsibilities

Area	Included Responsibilities
Child Care & Hygiene	Feeding, bathing, dressing, diapering, maintaining cleanliness of the child's utensils, bottles, toys, bed linen, and play area.
Routine & Sleep	Supporting naps and bedtime, keeping calm during night wake-ups, ensuring a clean and safe sleep space.
Meals & Nutrition	Preparing or serving child food or milk as guided by parents, sterilising bottles, tracking appetite and hydration.
Play & Development	Engaging through stories, songs, sensory and age-appropriate play; encouraging independence and good habits.
Observation & Reporting	Noticing changes in mood, appetite, or health and updating parents daily.
Respect & Boundaries	Following house rules on visitors, screen and phone use, and family privacy.

2.3 Optional Add-ons (by mutual agreement)

Sometimes you may need a little extra help. Any additional work must be discussed and approved through the Company, with fair adjustments to the caregiver's service fee. Day-to-day add-ons are capped at 90 minutes per day. Family travel is handled separately, as set out below.

Extended Cooking for Child	Preparing full meals or tiffin beyond basic baby food.

Small Household Chores	Like folding clothes and organisational work.
Family Travel Support	Joining family trips, at the sole discretion of the caregiver, with proper rest and a travel allowance. Governed by Clause 2.11 and not subject to the 90-minute daily cap.

2.4 Clear Exclusions

To protect both sides, the following are not part of this service unless re-classified:

- Cooking or cleaning for adults.
- Household chores, laundry, or errands unrelated to the child.
- Managing guests or supervising other staff.
- Night-long cleaning, or being kept awake through the night on a continuing basis. Night Support as defined in Clause 2.5(5) is part of the role; continuous night duty is not.
- Handling cash, parcels, or deliveries.
- Performing massages, medical procedures for adults, or any heavy-lifting work.
- Any unsafe or unethical activity.

If care includes additional children, the caregiver's service fee and schedule will be revised proportionately and confirmed in writing.

If parents require help outside this scope, the Company must be informed to review terms formally.

2.5 Work Hours & Rest

Living in the household does not mean the caregiver is on duty for 24 hours. Her day is structured as follows:

1. **Active Duty:** up to 10 hours per day, arranged around the child's routine and recorded in Schedule A.
2. **Night Rest:** 8 continuous hours of protected rest. This is mandatory and may not be scheduled as duty time.
3. **Free Time:** 3 hours per day for meals, rest, and personal time, taken in one or more blocks agreed with the Parent.
4. **Remaining Hours:** the balance of the day is on-call presence. The caregiver is in the home and available for genuine need, but is not on active duty and should not be assigned tasks.
5. **Night Support:** attending to the child during the night is part of the role. Her rest period may be interrupted where the child genuinely needs her. Where interruptions are frequent and sustained, the Company will review the placement with the Parent and may recommend additional support, which is arranged separately.
6. **Weekly Free Day:** the Parent is encouraged to allow the caregiver one free day each week within the home, with no active duty. This is a recommendation, not an entitlement.
7. **Festivals & Holidays:** agreed in advance, either compensated or swapped.

2.6 Accommodation & Meals

Accommodation. A private room is strongly preferred. Where a private room is not available, the Parent must provide a clean, private, enclosed sleeping space. In either case the space must include, at minimum:

- A proper bed with clean bedding — not a mattress on the floor, a sofa, or a shared bed.
- Lockable or secure storage for her belongings.
- A charging point for her phone.
- A fan, adequate ventilation, and lighting.
- Access to a bathroom, and a private space to change and dress.
- Where the sleeping space is within the child's room, a screen or partition providing visual privacy.

Meals. The Parent provides 3 freshly prepared meals and 2 refreshments each day, together with drinking water at all times. Meals should be of the same standard as those prepared for the household. The caregiver is not required to purchase or arrange her own food.

2.7 Phone & Technology

- Phone use only during rest hours and breaks, in emergencies, or when the baby is asleep.
- No photography, recording, or social media inside the home.
- No personal visitors without prior permission.

2.8 Health & Clean Practices

- Hygiene expectations: The caregiver maintains daily hygiene — bath, clean clothes, trimmed nails, neat hair — to ensure a clean and safe environment for the child.
- The caregiver must report illness promptly.
- Parents should inform the Company if anyone in the home has a contagious condition.
- The caregiver will not be assigned to care for unwell adults or perform medical support.

2.9 Clarity and Changes

If duties or hours ever need to shift, discuss them with us first. A short written confirmation — by email — keeps everyone aligned and protected.

2.10 Caregiver's Status

1. The caregiver is an independent care professional, engaged directly by the Parent for the provision of childcare services at the Parent's home. She is not an employee of Maasi or of Elephant in the Room Infotech Private Limited.

2. Maasi acts as a facilitator and managed-service intermediary. The Company sources, vets, trains, and matches caregivers, and provides ongoing support through periodic performance and conduct reviews, grievance handling, payment facilitation, and replacement cover. The Company does not direct or supervise the caregiver's day-to-day work inside the home, which happens under the Parent's guidance. The Company is not a party to the service arrangement between the Parent and the caregiver.

3. The caregiver is engaged on an independent, non-exclusive, service-fee basis. No employer–employee relationship is intended or created between the caregiver and either the Parent or the Company.

4. The service fee bands, leave entitlements, appraisal cycles, rest periods, and conduct standards set out in this document are service standards recommended and administered by the Company to keep engagements fair, consistent, and sustainable. They are adopted by the Parent as part of this engagement.

5. The Company collects the Monthly Fee from the Parent and disburses the caregiver's service fee to her on the Parent's behalf, as a payment facilitation service. This does not make the Company the paymaster or employer of the caregiver.

6. The Parent shall provide a safe working environment and shall not require the caregiver to perform work outside Sections 2.2 and 2.3.

2.11 Travel Outside the Service Address

1. The caregiver may accompany the Parent on travel outside the service address only with her express prior consent. She is under no obligation to travel, and a refusal to travel is not a ground for termination, complaint, or any deduction from her service fee.

2. Where the caregiver travels with the Parent, the Parent bears the full cost of outbound and return travel, accommodation, and meals for the duration of the travel, and ensures suitable private accommodation and one rest day following return.

3. The Parent must, at the Parent's cost, arrange the caregiver's return travel and any interim accommodation at any time she chooses to return, without condition and without delay.

4. Travel is undertaken entirely at the Parent's risk and responsibility. The Company has no obligation in respect of the caregiver or the Parent during such travel, including supervision, welfare, safety, or logistics, and gives no assurance of continuity of service away from the service address.

5. If the caregiver discontinues the engagement, declines to continue, or returns from travel at any point during or following such travel, the Company is under no obligation to provide a replacement, an Instant Nanny, or any credit or refund, and the replacement cover in Clause 4.1(7) does not apply. Responsibility for care during such travel rests with the Parent from end to end.

6. The Parent shall indemnify the Company against any claim, cost, or liability arising from or in connection with the caregiver's travel outside the service address.

2.12 Withdrawal from the Household

1. The caregiver joins and leaves the household only through the Company. The Parent shall not ask, instruct, or require the caregiver to leave the household, whether temporarily or permanently, without first informing the Company.

2. Where the Parent wishes the caregiver to be withdrawn, the Parent must inform the Company, which will arrange her withdrawal. The Parent shall allow the caregiver to remain in the household, with accommodation and meals as set out in Clause 2.6, until the Company has arranged her withdrawal.

3. If the caregiver leaves the household of her own accord, or fails to return, the Parent shall inform the Company immediately.

3. VACATIONS AND BREAKS

The subscription offers flexibility for the family to take a vacation. We include up to 14 pause days in the subscription, to be taken as a continuous block (they cannot be split across the year). Your paid period is extended by the number of pause days taken.

During a pause we charge 50% of the Monthly Fee, prorated per day. The caregiver continues to receive a retainer for the pause period so that she is not left without income and remains available to return to your household. Shorter breaks and leaves taken without notice are treated as full service, and the full Monthly Fee applies. A written notice of 7 days is required to enable a pause in service, submitted by email to support@mymaasi.com or through the Maasi app or website.

Where the nanny takes an extended planned leave or vacation of more than 3 consecutive days, you may request a pause in service at no additional cost, or ask for temporary cover. Cover is provided on a best-efforts basis, and the Monthly Fee is credited pro rata for any uncovered day. Her routine monthly leave is covered by the Monthly Fee and is handled as set out in Section 4.4. A pause taken because the caregiver is on her own leave is not charged to you, does not count towards the 14 pause days above, and no retainer is payable to her for that period.

4. MONTHLY FEE, PAYMENT & LEAVE

This space is not as organised as we wish it was — we are building it one step at a time. This structure offers an overview of our pricing.

4.1 Fee Structure and Terms

1. A suggested service-fee rate card for your caregiver is displayed on the platform. This is a function of time, availability, experience, expectation and other factors.

2. Registration Fee — ₹2,400. Charged at the time of registration to begin your caregiver search. This amount is fully adjusted against the Placement Fee once a caregiver is selected — it is not an additional charge.

The Registration Fee is refunded in full if you cancel before any caregiver profile is shared with you, or if the first or second caregiver you interview is not a suitable match. It is not refunded once you have shortlisted or selected a caregiver, after a third unsuccessful interview, or where you change your requirement (area, timings, service fee, duties, or number of children). It is not included in any pro-rata refund calculation.

The Company shares caregiver profiles on a best-efforts basis. If no caregiver profile is shared with the Parent within 7 days of registration, or 3 days before the recorded start date, whichever is later, the Parent may request a full refund of the Registration Fee.

3. Placement Fee. Paid after the caregiver is selected at interview, along with the first Monthly Fee. Charged once, for your initial placement. If the selected caregiver does not accept the offer, the entire Placement Fee is refunded. If the caregiver does not clear the Company's pre-deployment checks after the Placement Fee is paid, the Company offers a free

replacement search; where no suitable replacement is placed within 7 working days, the entire Placement Fee is refunded. This fee is not adjusted against the Monthly Fee. Where the Registration Fee has already been adjusted into the Placement Fee, any refund due under clause 2 above is made from that amount.

4. What each fee covers

Fee	Covers	When paid
Registration Fee	Begins your search. Adjusted against the Placement Fee.	At registration
Placement Fee	Sourcing, vetting, and matching for your first caregiver. Charged once.	On caregiver selection, with the first Monthly Fee
Monthly Fee	The caregiver's service fee, plus platform, oversight, and replacement cover.	Invoiced on the 28th, due by the 1st. Paid upfront.

5. First month and billing cycle. Your first Monthly Fee is paid along with the Placement Fee and covers one full month of service. Because we bill on calendar months, the portion covering days beyond your joining month is carried forward as a credit against your next invoice. From then on, invoices are generated on the 28th and are due by the 1st of each month.

6. Trial Day. The caregiver's first day of service is the Trial Day.

- The Trial Day is a paid working day. It is included in the first Monthly Fee already paid, and the caregiver is disbursed her service fee for that day regardless of the outcome.
- The Parent must confirm or reject the caregiver within 24 hours of the Trial Day, by email to support@mymaasi.com or through the Maasi app or website. If no rejection is received within that window, the placement is treated as confirmed.
- If the Parent rejects the caregiver within the window, a replacement is arranged at no fresh Placement Fee, and the rejection does not count towards the replacement limit in Clause 4.1(8).
- If the Parent rejects the caregiver within the window and no suitable replacement is placed within 7 working days, the Placement Fee is refunded in full.
- If the caregiver withdraws after the Trial Day, a replacement is arranged at no fresh Placement Fee. This does not count towards the replacement limit in Clause 4.1(8).
- An e-NACH / e-mandate / UPI Auto Debit is set up after the Trial Day.

7. Replacement cover. If your caregiver leaves during an active subscription, we place a replacement at no fresh Placement Fee. The Company makes best efforts to place a replacement within 4–7 working days, and to overlap the incoming and outgoing caregivers where possible. This is not guaranteed, and a period without live-in cover may occur. Where no suitable replacement is placed within 7 working days, the Parent may choose a pro-rata credit for the uncovered days if the subscription continues, a pro-rata refund for those days if the Parent ends the engagement, or an extended search.

8. Replacement cover applies for as long as the subscription is active and all payments are clear and current. It is limited to four replacements in any 12-month period, after which the Company will review the engagement with the Parent before continuing. Replacement cover

does not apply where the Parent has required the caregiver to perform work beyond this agreement without written approval, has mistreated or disrespected the caregiver, has created an unsafe working environment, or has paid the caregiver directly in breach of Clause 4.2.

4.2 Payment Process & Timelines

1. Parents pay Maasi, which collects and disburses the caregiver's service fee on the Parent's behalf. Payments must not be made to the caregiver directly. If any amount is paid directly to the caregiver — even at her request — this bypasses the Company's payment facilitation, is treated as a policy violation, and makes the engagement ineligible for replacement cover.

2. Monthly invoices are generated on the 28th and are due by the 1st of the following month. The Monthly Fee is payable upfront for the month ahead. Where the caregiver takes leave beyond her monthly entitlement on days that are not covered by Section 4.4, the Monthly Fee is credited pro rata for those days on the following month's invoice.

3. Timely payment ensures the caregiver's service fee is disbursed on time.

4. Late Fee. ₹200 per day applies from 11:59 PM on the 1st of the month, capped at ₹2,400. The late fee stops accruing on the date the payment is received or the engagement is terminated, whichever is earlier. Payments are accepted by bank transfer or UPI only.

4.3 Leave & Rest Policy

Monthly Leave	2 days off per month, plus one wellness day taken within the home (optional, at the caregiver's choice).
Leave Accumulates	Unused leave accumulates without limit and may be taken at the caregiver's discretion, including as a continuous block for an annual home visit. Reasonable advance notice is given to the Parent and the Company.
Weekly Free Day	Recommended — one day each week within the home with no active duty. See Clause 2.5(6). This is not a separate leave entitlement.
Festival Leave	As per the list below.
Medical Leave	2–3 days informal leave for minor illness; longer absences coordinated through the Company.
Absence Beyond 7 Days	The Company arranges continuity or a replacement in accordance with Clause 4.1(7), which also sets out your options if no suitable replacement is placed within 7 working days.

The nanny is entitled to festive leave on the occasions listed below, typically covering Dussehra, Deepavali/Diwali, New Year's Day, Sankranti/Pongal, Republic Day, Ugadi/Gudi Padwa, Eid-ul-Fitr, Independence Day, Raksha Bandhan, Ganesh Chaturthi, and Christmas. These holidays are indicative and can be swapped based on the nanny's own cultural or regional festivals, with prior notice. Monthly working days are calculated after accounting for these festive leave days across the year.

4.4 Refund and Replacement Policy

We are in a hard and unpredictable space — we have lived the stress of a nanny not showing up, work piling up, and having no backup. We built Maasi with our life savings, time, and full effort to make childcare more reliable.

But some situations are outside anyone's control. Refunds do not fix your day, but they ensure fairness. Thank you for trusting us.

Credits and pro-rata refunds under "After you hire a Nanny" below apply only where service continuity has failed. Voluntary discontinuation by the Parent for any other reason is governed by Clause 6.6(1) and does not attract a refund. Where a credit is issued and the Parent later ends the engagement voluntarily, any unused credit is forfeited under Clause 6.6(1); where the engagement ends because continuity has failed, the equivalent amount is refunded.

Before you hire a Nanny

Cancel before a profile is shared	Full refund of the Registration Fee
Interview mismatch — 1st / 2nd attempt	Full refund of the Registration Fee
Interview mismatch — 3rd attempt	No refund
Parent unavailable or unresponsive for 48 hours	No refund
Parent does not attend a scheduled interview	Counts as an interview attempt. No refund. Where this occurs during a replacement search, the Placement Fee is also non-refundable
Caregiver does not attend, withdraws, or does not clear the Company's checks	No interview attempt is counted and your refund entitlements are unaffected
No caregiver profile shared within 7 days of registration, or 3 days before your start date, whichever is later	Full refund of the Registration Fee
Parent changes requirement (area, timings, service fee, duties, child count)	No refund
Parent cancels the service after shortlisting or selecting a caregiver	No refund. This is different from rejecting a caregiver after the Trial Day, which is covered below.

After you hire a Nanny

Nanny leaves at any time while service is active	Replacement, OR a pro-rata refund for the uncovered days if you also end the engagement. Subject to the limit in Clause 4.1(8)
You don't like the caregiver (with a fair, work-related reason)	Replacement, subject to the limit in Clause 4.1(8). If you decline a replacement and end the engagement instead, Clause 6.6(1) applies
No suitable replacement within 7 working days	Pro-rata credit if you continue, OR a pro-rata refund if you end the engagement, OR an extended search — your choice
Parent delays a decision beyond 24 hours after receiving a replacement profile	The delay is not treated as an uncovered day, and no credit or refund applies for it
Caregiver is absent for more than 3 consecutive days, whether planned or unplanned	Free Instant Nanny if available; if not available, the Monthly Fee is credited pro rata at 100% for each uncovered day. If the absence continues, Clause 4.1(7) applies
Caregiver takes routine leave within her monthly entitlement (up to 2 days, plus an optional wellness day)	Covered by the Monthly Fee, no credit. Instant Nanny available at the rate displayed in the Maasi app at the time of booking (best-efforts basis)
You reject the caregiver within 24 hours of the Trial Day	Free replacement at no fresh Placement Fee; does not count towards the limit in Clause 4.1(8)

Situations Not Eligible for Refund or Replacement

The Parent asks the caregiver to do extra work beyond this contract, unless agreed in writing	No refund / No replacement

The Parent mistreats, scolds, pressures, or disrespects the caregiver	No refund / No replacement
The Parent makes a private arrangement or pays the nanny directly without approval (non-circumvention process will be initiated under Clause 8.3)	No refund / No replacement
The Parent creates an unsafe environment for the nanny	No refund / No replacement

All approved refunds are processed within 7–10 working days through the same payment mode. Refunds do not apply if service stops due to non-payment, parent-side cancellation, or unsafe working conditions. Replacement cover is valid only when all payments are clear and current. The ₹2,400 Registration Fee is not included in pro-rata refund calculations.

5. APPRAISALS, ADJUSTMENTS & SETTLEMENTS

5.1 Appraisals

1. Performance reviews are conducted every 6 months, based on reliability, feedback, and conduct. Following the review, the Company may recommend a 5–8% increase in the caregiver's service fee. Any increase is decided by the Parent — the Company's role is to facilitate a fair and transparent review, not to set the fee.

2. Mid-cycle appreciation bonuses or gestures are encouraged but optional.

3. The Company facilitates all appraisals to ensure fairness and transparency.

4. Any agreed increase takes effect from the start of the next calendar month and is reflected in the following invoice.

5.2 Additional Responsibilities & Gestures

1. Multiple Children: service fee increments applied fairly based on responsibility.

2. Outstation Travel: parents cover travel, food, and lodging, and ensure one rest day after return.

3. Festival Bonus or Gift: optional but appreciated — small gestures go a long way in retention.

5.3 Health & Continuity

1. Parents may cover minor OPD or medicine costs voluntarily.

2. If the nanny becomes ill or temporarily unavailable, the Company first offers an Instant Nanny for short-term cover, as set out in Section 4.4. Where the absence extends beyond 3 consecutive days, or the caregiver does not return, the Company arranges a replacement in accordance with Clause 4.1(7).

3. During family travel, any urgent care until replacement is a shared responsibility between parents and the Company.

5.4 Discontinuation & Settlements

1. The caregiver's service fee is payable up to her last working day.

2. The Company facilitates final fee settlement, replacement, and documentation.

3. Any outstanding invoices must be cleared before reactivation or release of the final statement.

5.5 Communication & Handover

1. All replacements are managed through the Company — not directly between parents and caregivers.

2. The outgoing nanny's last working day and the incoming nanny's joining date are both recorded for billing and fee disbursement.

3. Parents are encouraged to share short, factual feedback after each transition to help improve future matching.

6. CHANGES, CONDUCT AND CLOSURE

6.1 Change of Address, Timings or Requirements

Parents may request a change to the service address (relocation), the committed working hours, or the agreed number of children, by paying a Reassignment Fee of ₹6,500 (flat) per change request. This covers re-matching, assessing the new location, and caregiver transition support.

The Reassignment Fee is waived if the existing caregiver agrees to accommodate the change. A revised caregiver service fee may apply where the change affects travel distance, hours, or responsibilities, and will be confirmed in writing before the change takes effect.

6.2 Behaviour, Conduct & Mutual Respect

1. Respect is mutual. Parents, children, and caregivers must interact with dignity — no shouting, humiliation, or verbal abuse.

2. The caregiver is expected to be gentle, calm, and respectful to both the child and the family.

3. Visitors & Family Members: Parents must ensure all household members treat the nanny respectfully.

4. Privacy: The nanny must not discuss family matters, photos, or routines outside the home.

5. Boundaries:

- Parents must avoid assigning non-childcare work (e.g. cleaning, errands) even if the caregiver temporarily agrees to do so.
- Caregivers should avoid overstepping into family decision-making or private discussions. Parents may raise this with the Company if a caregiver oversteps.

6. Conflict Handling:

- Minor issues should be discussed calmly and, if unresolved, escalated to the Company.
- The Company mediates to protect both sides and restore balance quickly.

6.3 Professional Growth

1. The Company periodically conducts skill and behaviour reviews for caregivers, as part of the ongoing support described in Clause 2.10(2).

2. Parents' structured feedback plays a key role in training and future placements.

3. Strong performers may be recommended for a service-fee increase or bonus at the review points set out in Clause 5.1.

6.4 Emergencies & Contact Protocol

1. For urgent issues (safety, misconduct, or emergencies):

- Contact the Company's assigned Relationship Manager directly by WhatsApp.
- For medical emergencies, act first — treat the situation — and inform the Company after.

2. Emergency medical consent. The Parent authorises the caregiver and the Company to arrange or seek immediate medical attention for the child — including calling emergency services or taking the child to the nearest hospital or clinic — where the child requires urgent care and the Parent cannot be reached. The Parent will be informed at the earliest opportunity. All medical costs are borne by the Parent. This authority is limited to genuine emergencies and does not extend to routine or elective treatment.

3. The Company maintains backup caregivers and crisis response support during working hours.

4. If the caregiver leaves suddenly or disappears (rare), the Company treats this as top priority — tracing and replacement begin within hours.

6.5 Closure & Mutual Commitment

1. Both sides — parents and the Company — agree to act in good faith to keep childcare consistent and dignified.

2. Parents agree to communicate through the Company for all changes, replacements, or disputes.

3. The Company agrees to provide clear records, transparent billing, and responsive support.

4. This engagement works best when both sides remember the shared purpose — a safe, loving home for the child.

6.6 Ending the Engagement

1. By the Parent (voluntary exit)

The Parent may discontinue the subscription by giving 15 days' written notice to the Company, submitted either by email to support@mymaasi.com or through the cancellation option in the Maasi app or website. Notice given by WhatsApp, verbally, or to the caregiver directly is not valid notice and does not start the notice period. Notice is effective from the date the Company acknowledges it in writing or the platform generates a cancellation reference.

The current billing cycle remains payable in full. **Voluntary discontinuation by the Parent — including relocation, change in family circumstances, or no longer requiring care — does not attract a refund.** No pro-rata or partial refund of any subscription amount paid, including under annual or multi-month prepaid plans, is payable where the Parent chooses to end the engagement. Any unused credit on the account is forfeited on voluntary exit; unused credit is refunded where the engagement ends under Clause 6.6(2) or 6.6(4). This does not affect the Parent's entitlements under Section 4.4 where the engagement ends due to caregiver non-continuity, unsuitability, or the Company's inability to provide a replacement, or under Clause 6.6(4) below.

2. By the Company (ordinary exit)

The Company may discontinue service by giving 15 days' written notice to the Parent by email to the address recorded in Clause 1.3, with a pro-rata refund of the unused subscription for the balance period.

3. Immediate termination by the Company (for cause)

The Company may end the engagement with immediate effect and without refund where:

a. any amount remains unpaid for more than 7 days beyond its due date;

b. the caregiver is subjected to mistreatment, harassment, verbal or physical abuse, unsafe working conditions, or is required to perform work outside Sections 2.2 and 2.3;

c. the Parent enters into a direct or private financial arrangement with the caregiver in breach of Clause 8.3;

d. any information provided by the Parent in Clause 1.3, Schedule A, or during onboarding is found to be materially false; or

e. any conduct occurs that, in the Company's reasonable assessment, endangers the caregiver's safety or dignity.

Where termination is under (b) or (e), the Company will withdraw the caregiver from the household immediately and is not obliged to provide a replacement.

4. Immediate termination by the Parent (for cause)

The Parent may end the engagement with immediate effect, with a pro-rata refund, where the Company fails to provide a caregiver or replacement for more than 10 consecutive working days for reasons attributable to the Company.

5. On termination

a. The caregiver's service fee is payable up to her last working day.

b. The Company will confirm the last working day in writing to both the Parent and the caregiver, and issue a final statement within 10 working days.

c. All outstanding invoices must be cleared before the final statement is released or the account is reactivated.

d. Any e-NACH / e-mandate / UPI Auto Debit is cancelled within 7 working days of the final statement. No further debit will be raised after the last working day. Any amount debited after that date is refunded in full within 7 working days.

e. Approved refunds are processed within 7–10 working days as per Section 4.4.

6. Survival

Clauses 2.10 (Caregiver's Status), 2.11(6) (Travel Indemnity), Section 7 (Data, Privacy & Recording), 8.1 (Governing Law), 8.2 (Dispute Resolution), 8.3 (Non-Circumvention) and 8.4 (Liability) survive termination of this engagement.

7. DATA, PRIVACY & RECORDING

7.1 What we collect. Parent name and contact details, residential address, household and family details relevant to care, each child's name, age and care requirements, health or dietary

information you choose to share, payment and mandate details, and your service communications with the Company.

7.2 Why we collect it. To match a suitable caregiver, deliver and supervise the service, process payments and caregiver service fees, handle replacements and grievances, and meet legal obligations. We do not sell parent or child data, and we do not use it for third-party advertising.

7.3 What the caregiver sees. Only what she needs to do the job — your address, working hours, your child's routine and care needs, and any health or dietary information you have asked us to share. Caregivers are contractually bound to confidentiality, both during and after the engagement.

7.4 Children's data. Information about a child is collected only from the parent or guardian, used solely to deliver care, and never used for profiling, tracking, or targeted advertising.

7.5 Who else sees it. We share limited data with payment processors, background-check partners, and communication and technology providers, only to the extent needed to run the service. These partners are bound by confidentiality obligations. We disclose data to authorities only where required by law.

7.6 How long we keep it. Service records are retained for the duration of the engagement and thereafter as required for legal, tax, and dispute-resolution purposes, after which they are deleted or anonymised.

7.7 Your rights. You may request access to, correction of, or deletion of your personal data by writing to support@mymaasi.com. Requests are actioned within 30 days, subject to records we are legally required to retain. You may withdraw consent to non-essential processing at any time; withdrawal may limit our ability to provide the service.

7.8 Cameras and recording in the home. If you operate CCTV, a baby monitor, or any recording device in areas where the caregiver works, you must disclose this to the caregiver and to the Company before she joins. No recording device may be placed in a bathroom, in the caregiver's room or sleeping space, or in any area where she changes or dresses. Where her sleeping space is within the child's room, no device may be positioned so as to capture her sleeping, resting, or changing. Footage may be used only for child-safety purposes, must not be shared publicly or on social media, and must not be used to monitor the caregiver during her rest, free time, or night rest period.

7.9 Confidentiality of your home. The caregiver is bound not to photograph, record, or share anything about your home, family, or routines. Breach of this is treated as serious misconduct by the Company.

7.10 Grievance Officer. Gargi Pandey — gargi@mymaasi.com, 9559725077. Complaints relating to personal data are acknowledged within 72 hours and resolved within 30 days.

Founder's Note

Finding a good nanny is never easy.

We know this firsthand — which is why we've put our hearts and souls into building this network. Every nanny is hired, vetted, and trained before she enters your home.

But it's important to remember:

- Nannies come from different backgrounds and may communicate differently from you.
- They are human — emergencies may arise.
- For many, this work is their main livelihood.

This is also a supply-scarce industry. Most parents treat their nannies with patience and respect — and we know you will too. But we've also seen what happens when that balance breaks: uncertainty, friction, and good caregivers leaving the system.

Our request is simple: treat your nanny with patience, fairness, and respect. In return, you'll find someone who brings genuine care, stability, and love into your child's everyday life.

The Founders, Maasi

ANNEXURE — LEGAL TERMS & DISPUTE RESOLUTION

8.1 Governing Law & Jurisdiction

This engagement is governed by the laws of India. Any dispute arising out of or in connection with this agreement shall be subject to the exclusive jurisdiction of the courts in Bengaluru, Karnataka.

8.2 Dispute Resolution

All disputes must first be raised with the Company's Relationship Manager in writing. The Company will attempt mediation within 7 working days. If unresolved, the matter may be referred to arbitration under the Arbitration and Conciliation Act, 1996, with a sole arbitrator appointed by mutual consent. The seat of arbitration shall be Bengaluru.

8.3 Non-Circumvention

1. Caregivers introduced to the Parent through Maasi — whether or not an engagement is completed — are introduced under the Company's managed-service arrangement, in which the Company provides sourcing, vetting, training, onboarding, ongoing support, replacement cover, payment facilitation, and grievance handling.

2. The Parent agrees that, for a period of 12 months from the date of introduction, they will not continue or resume any engagement with such caregiver outside the Company's managed service, whether directly, through a family member, through another household, or through any third party or competing platform, without the Company's prior written consent.

3. This clause does not restrict the caregiver's freedom to work with whomever she chooses. It restricts only the Parent's ability to retain the benefit of the Company's sourcing, vetting, training, and onboarding without paying for it.

4. If a caregiver introduced by the Company approaches the Parent directly for engagement outside the platform, the Parent shall inform the Company within 7 days and shall not proceed without the Company's written consent.

5. A breach entitles the Company to ₹40,000 as liquidated damages, representing the reasonable cost of caregiver sourcing, vetting, training, onboarding, network development, and foregone service revenue. This amount is due within 7 days of a written notice from the Company.

6. The Company may waive this amount in full or in part where the Parent has cleared all dues and requests consent in advance.

7. The Company reserves the right to pursue recovery through legal means if the amount remains unpaid.

8.4 Liability

Maasi's total liability under or in connection with this agreement, however arising, is limited to the Monthly Fee paid by the Parent for the billing cycle in which the claim arose. The Company is not liable for indirect, consequential, or incidental loss arising from caregiver conduct or service interruption.

Nothing in this clause limits any liability that cannot be limited or excluded under applicable law.

The caregiver is engaged directly by the Parent under Clause 2.10. The Company's role is limited to sourcing, vetting, training, onboarding, payment facilitation, and replacement, and the Company does not supervise the caregiver's moment-to-moment conduct inside the home.

If any clause of this agreement is found to be unenforceable, the remaining clauses shall continue to be valid and binding.

8.5 Force Majeure

Neither party is liable for any failure or delay in performance caused by events beyond its reasonable control, including natural disasters, epidemics, civil unrest, strikes, government restrictions, or failure of public infrastructure. Where such an event prevents service for more than 7 consecutive days, the Parent may request a pause or a pro-rata credit for the affected days. A pause under this clause is not charged, and does not count towards the 14 pause days in Section 3.

8.6 Changes to These Terms

The Company may update these terms from time to time. Material changes will be notified to the Parent by email at least 15 days before they take effect. Continuing the subscription after that date constitutes acceptance. Any change to the Monthly Fee, Placement Fee, or Reassignment Fee applies only from the start of the next billing cycle and requires the Parent's confirmation.

8.7 Notices

Notices to the Company must be sent by email to support@mymaasi.com or submitted through the Maasi app or website. Notices to the Parent are sent by email to the address recorded in Clause 1.3. A notice is treated as received on the next working day after it is sent. WhatsApp and verbal communication are valid for day-to-day coordination but not for notices under this agreement.

8.8 Assignment

The Parent may not assign or transfer this agreement to any other person or household. The Company may assign this agreement to a successor entity, or in connection with a corporate reorganisation, merger, or transfer of business, on written notice to the Parent.

8.9 Entire Agreement

This document, together with Schedule A, records the entire agreement between the Parent and the Company in respect of this engagement, and supersedes any prior discussion, quote, or representation. No variation is effective unless recorded in writing in accordance with Clause 8.6.

SCHEDULE A — ENGAGEMENT PARTICULARS

These details are pre-filled from your registration. Please review and edit any field before signing.

Service

Service type	Live-in Nanny (24×7)

Children in Care

Number of children	
Age range	

Accommodation

Sleeping arrangement	

Commercials

Registration Fee	
Placement Fee	
Contract Duration	
Caregiver platform fee	
Billing date	Invoiced on the 28th, due by the 1st of every month

ACCEPTANCE, EXECUTION & SIGNATURE

This Nanny Engagement Contract is issued by **Elephant in the Room Infotech Private Limited**, operating under the brand name **Maasi** ("Company"), through its authorised electronic contracting system. It constitutes the Company's definitive offer to provide the Services described herein on the terms set out in this Contract, Schedule A and the Annexure.

By signing below, the Parent confirms that:

1. They have read and understood this Nanny Engagement Contract in full, including Schedule A (Engagement Particulars) and the Annexure (Legal Terms & Dispute Resolution).

2. The details recorded in Clause 1.3 and Schedule A are accurate and have been reviewed by them.

3. They agree to be bound by all terms, including Clause 6.6 (Ending the Engagement), Clause 8.3 (Non-Circumvention) and Clause 8.4 (Liability).

4. They consent to the collection and processing of personal data as described in Section 7.

5. They are the parent or legal guardian of the child(ren) recorded in Schedule A and are authorised to enter into this agreement.

Electronic Signature and Formation of Contract

The Parent voluntarily consents to executing this Contract using an Aadhaar-based electronic signature ("Aadhaar eSign") facilitated through an electronic signature service provider and a Certifying Authority licensed under the Information Technology Act, 2000.

The Parent confirms that the Aadhaar number or Virtual ID used for the Aadhaar eSign belongs to them and voluntarily authorises its use by the electronic signature service provider solely for identity authentication and affixing their electronic signature to this Contract.

The Company does not store the Parent's Aadhaar number. The Company retains only the electronically signed Contract, the signature audit trail, completion or transaction records supplied by the electronic signature service provider, and the Company's associated contract-generation and delivery records.

The Parent's Aadhaar eSign constitutes unconditional acceptance of the Company's offer. This Contract shall be concluded and become binding upon both the Company and the Parent when:

a. the Parent's Aadhaar eSign has been successfully affixed to the Contract; and

b. The resulting signed electronic record has been received and recorded by the Company or its authorised electronic contracting system.

Upon formation of the Contract, the Company agrees to be bound by and perform its obligations in accordance with its terms from the applicable Effective Date. The parties expressly agree that no separate signature or countersignature by the Company is required.

The parties agree that this Contract may be executed and retained electronically in accordance with Sections 3A, 5 and 10A and the Second Schedule of the Information Technology Act, 2000.

The electronically signed Contract, signature certificate, audit trail and associated electronic records may be relied upon as evidence of execution and acceptance in accordance with applicable law.

Issued by

Elephant in the Room Infotech Private Limited
Operating under the brand name Maasi
CIN: U63120KA2025PTC202307
GSTIN: 29AAICE8682P1ZJ
Contract ID: _____
Date of Issue: _____

Accepted and electronically signed by the Parent

Aadhaar eSign: _____
Name of Parent: _____
Date and Time of Signing: _____

A completed copy of this electronically signed Contract will be emailed to the Parent and made available in the Parent's Maasi account.