

District Sitters

Frequently Asked Questions

General Information

What is District Sitters?

District Sitters is a **childcare matching platform** designed to make booking a sitter **quick, easy, and stress-free** for families in the **Washington, DC, Maryland, and Northern Virginia (DMV)** area. Unlike other platforms, we allow families to **instantly book a sitter** using our scheduling tool—no back-and-forth messaging required!

All sitters are **background-checked, CPR & First Aid certified**, and go through our **Smart Sitter Training** to ensure high-quality care.

How does the booking process work?

1. **Sign up for membership** and create a family profile.
2. **Enter your childcare needs** (date, time, and location).
3. **View available sitters** and their profiles.
4. **Book your sitter instantly**—no need to wait for confirmation!
5. **Enjoy peace of mind**, knowing your child is in good hands.

How is District Sitters different from other babysitting platforms?

Unlike other services that require **manual messaging** and waiting for responses, we offer **automatic booking** through our scheduling tool. Families can **instantly confirm** a sitter without delays. Additionally:

- **All sitters are pre-screened** with background checks, CPR & First Aid certification.
- **No need to vet sitters yourself**—we handle it for you!
- **Onboarding Training** ensures sitters are prepared for a variety of situations.

Sitter Qualifications & Safety

Are all sitters background-checked and certified?

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Yes! Every sitter undergoes a **thorough vetting process**, including:

- ✓ **National & local background checks**
- ✓ **Driving record checks (if applicable)**
- ✓ **CPR & First Aid certification verification**
- ✓ **Reference checks and in-person interviews**
- ✓ **Onboarding Training to prepare for in-home care**

What is included in the Onboarding Training?

Onboarding Training is training provided to sitters by District Sitters to ensure caregivers are **fully prepared** for a variety of childcare situations. Training includes:

- Infant & toddler care
- Emergency response & safety
- Age-appropriate engagement activities
- Communication best practices

Can I meet my sitter before the appointment?

Our platform provides detailed **sitter profiles** with photos, bios, and qualifications so you can make an informed decision. If you'd like to schedule a in-person meet & greet, you may request one before booking.

Booking & Membership

Do I need a membership to use District Sitters?

Yes, families must **purchase an annual membership** to access our **online platform, sitter network, and scheduling services**. Membership also ensures **security and reliability**, as only verified families and sitters can use our platform.

What are the booking requirements?

- **Minimum Booking Time:** All appointments must be **at least 3 hours** long. You are not required to use the full time, but you will be charged for it.
- **Standard Notice:** Sitters should be booked **at least 48 hours in advance** whenever possible.

Can I request the same sitter for multiple appointments?

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Yes! If you find a sitter your family loves, you can **request them for future appointments** based on their availability.

Can I choose a specific sitter?

Yes! When booking, you'll see a list of **available sitters**, including their profiles, qualifications, and experience. You can **select the sitter that best fits your family's needs**.

Types of Childcare Services

What types of care do you offer?

District Sitters specializes in:

Casual Care – Perfect for **date nights, errands, or last-minute needs**.

Recurring Care – Ideal for **consistent weekly or monthly schedules**.

Mother's Helper – Assistance with childcare while **parents are home**.

Hotel & Travel Care – Book a sitter while staying in a **hotel, Airbnb, or visiting family**.

Payments & Policies

How do I pay my sitter?

You can pay your sitter through cash or Venmo.

What is your cancellation policy?

- **Cancellations made more than 24 hours in advance:** No penalty.
- **Cancellations within 24 hours of the appointment:** A cancellation fee applies.
- **No-shows:** Families are responsible for the **full booking amount** if a sitter arrives and is turned away.

What happens if my sitter cancels?

If a sitter needs to cancel, we will attempt to **immediately match you with another available sitter**. Our team works quickly to ensure your childcare needs are still met.

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Additional Questions

Can I book a sitter if I'm visiting from out of town?

No, at this time we are not allowing for one time out of town requests.

What happens with sitter feedback?

After each booking, families can **rate and review** their sitter. Feedback is **reviewed by our team** to maintain high standards and ensure the best experience for both families and sitters.

Can my sitter help with household tasks?

Sitters are **primarily focused on childcare**, but many are happy to assist with:

- ✓ Light meal prep
- ✓ Cleaning up after children
- ✓ Homework help
- ✓ Bedtime routines

What happens if my child has special needs or medical conditions?

We strive to match families with sitters who have the appropriate experience. Please provide detailed information during booking, and we'll work to find a sitter who can accommodate your child's needs.

Need More Help?

If you have any additional questions, feel free to contact us!