

Candidate Terms of Business

Working With You

Thank you for registering with Duke & Duchess International. We represent high-calibre private household professionals. Our goal is to support you throughout the process with professionalism, discretion, and genuine care.

The terms below set out how we work together. We hope they feel as clear and fair to work within as they are to sign.

A MESSAGE FROM THE TEAM

Finding you the right role, not just any role, is what drives us. After many years in this industry, we've learned that the best placements come from real partnership: us working hard behind the scenes, and a relationship built on trust and honesty in both directions. Over time, we hope to become a trusted representative of your career.

Most of what we do happens behind the scenes

The late-night calls navigating interviews and delicate situations across time zones. The hundreds of emails each day, applications, CV updates, contract negotiations, reference chases, interview preparation. It can look effortless from the outside, but a great deal of work goes into finding you the right role and making sure you're properly looked after.

How we work best together

We ask one thing above all: please only apply for roles you genuinely meet, intend to pursue, and are committed to seeing through. In practice, that means being available for interviews and trials, staying open and responsive, keeping us updated on anything that affects your search, and being upfront from the outset. If something changes, just tell us. Honest, open communication makes everything else possible, and it's what lets us represent you at your best.

When things don't work out, we step up

We advocate on your behalf, help shape the exit, coordinate, negotiate, and work to make a hard moment as manageable as possible. Situations rarely escalate when communication stays open and calm, and we'll always be in your corner. When you carry our name into a client's home, you carry our shared reputation with you, protecting it protects all of us, and it's the foundation of the trust that opens the door in the first place.

Above all, we'd rather be working *with* you than around you. We look forward to it.

The Duke & Duchess International Team

Overview

These Terms outline the relationship between Duke & Duchess International (hereafter referred to as “the Agency”) and the Candidate.

By providing details to the Agency either verbally, through written instruction, or via online submission, the Candidate acknowledges and accepts these Terms. Any and all business undertaken by the Agency is carried out subject to these Terms.

1. Services Provided

- 1.1. The Agency will present the Candidate with suitable vacancies and refer them to Clients based on their experience, preferences, suitability, and availability.
- 1.2. The Agency does not employ Candidates and does not guarantee employment, interviews, placement, or contract duration.
- 1.3. Registration is free of charge and without obligation, and will always remain free of charge to Candidates. The Candidate is not obliged to accept any offer.
- 1.4. Candidates remain on the Agency’s register unless withdrawn or removed. Where the Agency has been unable to identify suitable opportunities for a Candidate over an extended period, or where it does not feel it can represent a Candidate effectively, it will communicate this and deregister the Candidate from the Agency.
- 1.5. The Agency operates in full compliance with the Employment Agencies Act 1973 and the Conduct of Employment Agencies and Employment Businesses Regulations 2003.

2. Definitions

For the purposes of these Terms:

- **Agency:** DDI Partners Ltd, trading as Duke & Duchess International.
- **Candidate:** Any individual who registers with the Agency seeking employment.
- **Client:** Any individual, family, or third party registered with the Agency seeking to employ a Candidate.
- **Services:** The introduction and referral of suitable Clients and vacancies to the Candidate.
- **Introduction:** Any submission of a Candidate’s details or profile to a Client by the Agency, whether or not it leads to an interview, trial, or employment offer.
- **Contract of Engagement:** The formal agreement between the Candidate and the Client outlining the employment terms.
- **Trial:** A paid working period arranged by the Agency during which a Client and Candidate assesses the suitability for a role, with the terms confirmed through the Agency in advance.

3. Commencement of Terms

- 3.1. Online registration, email introductions, and applications constitute acceptance of all terms herein.
- 3.2. The Agency may update these Terms by giving at least 30 days’ notice by email to the Candidate’s registered email address. The updated Terms will be available on the Agency’s website. Continued use of the Agency’s services after the date the updated Terms take effect, including applying for roles, attending interviews or trials, or accepting an Introduction, constitutes acceptance of the updated Terms.

4. Registration & Documentation

Registration

- 4.1. The Candidate must provide truthful and complete personal, educational, and professional details.
- 4.2. The Candidate must submit supporting documents (e.g. ID, certificates, DBS, references) upon request.
- 4.3. The Candidate must inform the Agency immediately of any changes to availability or contact details.
- 4.4. Candidates are responsible for ensuring they are fully document-ready, including holding a valid passport, appropriate visa(s), and up-to-date vaccinations as required by international or Client-specific standards.

Reference Verification

- 4.5. The Candidate permits the Agency to contact and verify all professional references provided.
- 4.6. If there are any references the Candidate does not wish the Agency to contact, this must be notified at the time of submission.
- 4.7. The Candidate understands and accepts that no job offer can be made, nor can any representation be made to a Client on their behalf, without satisfactory reference checks being completed.
- 4.8. Failure to disclose restrictions on reference checks during registration may result in suspension or termination of representation by the Agency.

Profile Use & Advertising

- 4.9. By registering, the Candidate consents to their professional profile being used in the Agency's marketing and advertising, for example as anonymised case studies, role examples, or profile summaries on its website, social media, or marketing materials. The Agency will take reasonable steps to ensure such material does not identify the Candidate and will not share identifying personal details without consent. Before any profile is presented to a Client, the Agency removes the Candidate's surname, personal contact details, and any employer names, to protect the confidentiality of all parties. This standard applies to every profile shared under these Terms.

5. Professional Standards & Conduct

We expect all candidates we represent to uphold the highest professional standards. The following expectations apply throughout your relationship with the Agency.

Standards of Conduct

- 5.1. Candidates are expected to engage fully in the job search process with professionalism and respect. This includes timely responses to Agency communication, prompt provision of an up-to-date CV when requested, and transparency about any relevant circumstances.
- 5.2. Candidates must inform the Agency of any concurrent job applications, trials, or offers that may impact their availability.
- 5.3. Failure to respond to opportunities, provide essential information, or maintain clear and timely communication may result in the suspension or termination of representation.
- 5.4. Repeated non-responsiveness, failure to attend confirmed interviews or trials without valid reason, or poor conduct towards Agency staff, Clients, or other Candidates is a serious breach of professional standards and may result in removal from the Agency's register.

- 5.5. Candidates are expected to maintain high standards of safety and professional behaviour at all times while on duty or representing the Agency. This includes refraining from smoking, vaping, or consuming alcohol during working hours, on work grounds, or while in the presence of the Client or their family.

Confidentiality & Conduct

- 5.6. The Candidate must not disclose personal contact details to Clients at any stage prior to formal introduction by the Agency.
- 5.7. The Candidate must not contact Clients directly for interviews, trials, or negotiations. All communications must go through the Agency.
- 5.8. The Candidate must respect confidentiality and, if required, sign a Client-supplied NDA prior to starting a role.
- 5.9. The Candidate must not share any Client information with third parties in a way that circumvents the Agency or its services.
- 5.10. The Candidate must not disclose the location or personal details of Clients, their families, or associates to any third party or on any social media platform without the prior written consent of the Client.

Social Media & Public Commentary

- 5.11. Candidates must not post about their role, employer, or the employer's household, lifestyle, or family on any social media or public forum, during or after a placement, without the Client's prior written consent. This includes indirect references that could reasonably identify the Client or household. This obligation reflects our Clients' privacy expectations and continues after the placement ends.
- 5.12. Nothing in this clause prevents a Candidate from making a protected disclosure under the Public Interest Disclosure Act 1998, or from reporting a criminal offence, safeguarding concern, or unlawful conduct. Candidates are encouraged to raise concerns about a Client or placement directly with the Agency, which takes all such reports seriously (see clause 8.6).

Transparency & Integrity

- 5.13. The Candidate must promptly inform the Agency of any direct or indirect contact from a Client, including any job offer made directly by a Client, and any approach from someone connected to a Client working outside the Agency's processes.
- 5.14. The Agency invests significant time and expertise in identifying and introducing opportunities to Candidates. Accepting employment, payment, or any other benefit from a Client in order to bypass the Agency, or otherwise circumventing an Introduction, is a serious breach of these Terms.
- (a) The Agency never charges Candidates a fee for finding work. Registration and representation are, and will always remain, free of charge. Nothing in this clause is a fee.
- (b) Where, within twelve (12) months of an Introduction, a Candidate takes up an engagement with that Client, directly or through a third party, in a way that circumvents the Agency, the Agency reserves the right to take legal action against the Candidate, the Client, or both, to recover the loss it has suffered as a result, together with its reasonable legal costs and any costs of recovery.
- (c) The Candidate must promptly disclose any direct approach, offer, or payment from a Client outside the Agency's process (see clause 5.13). Such conduct may also breach the terms agreed

between the Agency and the Client and expose the Candidate to separate legal claims, and the Agency reserves all remedies available to it in law.

(d) Going direct also removes the protections the Agency provides: a contract in place before starting, wellbeing check-ins during placement, and support in advocating for the Candidate and managing a safe exit if difficulties arise. Where a Candidate chooses to bypass the Agency, the Agency has no involvement in the resulting engagement and accepts no responsibility or liability for it, or for anything arising from it – including any failure by the Client to pay the Candidate, the absence of a written contract, or any safeguarding, welfare, or other concern that may arise.

5.15. The Candidate must not work under the Agency's name without its consent.

Registration with Other Agencies

5.16. Candidates may be registered with other agencies simultaneously. However, the Candidate must inform the Agency of any applications, interviews, trials, or offers progressed through other agencies that may affect their availability. This ensures we can manage introductions accurately and avoid duplication that may be embarrassing or prejudicial to all parties.

6. Trials & Interviews

6.1. The Candidate must not miss or cancel agreed interviews, trials, or meetings without giving a minimum of 48 hours' notice wherever possible. Where cancellation is unavoidable at shorter notice, the Candidate must contact their consultant immediately by telephone.

6.2. If the Candidate cancels, withdraws from, or fails to attend a confirmed interview or trial, they are responsible for any committed, non-recoverable costs (such as flights, accommodation, and visa fees), except where the cancellation results from the fault of the Agency or Client, a genuine medical emergency, or other circumstances reasonably beyond the Candidate's control. The Candidate will not be charged more than the actual, evidenced non-recoverable costs. Where the Candidate books their own travel for a confirmed trial, reasonable pre-agreed costs are reimbursed by the Client on arrival.

6.3. Trial day rates are agreed in advance between the Candidate, Client, and Agency before any trial begins, and the Client pays all agreed trial fees directly to the Candidate. Any trial expenses must be pre-agreed in writing. If a trial rate has not been confirmed through the Agency, the Candidate must notify their consultant before attending.

6.4. The Candidate should provide feedback to the Agency within 24 hours of any interview or trial, including first impressions, any concerns, and their level of interest in the position.

7. During & After Placement

Commencement of Employment

7.1. Candidates should notify the Agency of their intended start date as soon as an offer is accepted. The Agency will confirm receipt of the placement fee from the Client promptly. Candidates are asked to allow the Agency a reasonable opportunity to confirm this before commencing employment.

Responsibilities During Employment

7.2. The Agency will maintain regular contact with the Candidate throughout their employment, including periodic wellbeing check-ins and review discussions.

- 7.3. If a Candidate decides to terminate their employment early, or is terminated early, they must inform the Agency within 48 hours.
- 7.4. Should the Candidate and Client agree to extend the duration of the original contract, the Candidate is obligated to inform the Agency without delay.

Placement Flexibility & Limitation of Liability

- 7.5. The Candidate is under no legal obligation to accept or remain in a placement with any particular Client and may request to be considered for alternative opportunities at their discretion.
- 7.6. The Agency shall not be liable for the acts or omissions of Clients or other third parties, including Client behaviour, employment duration, wage negotiations, working conditions, and any claims arising during or after the employment relationship.
- 7.7. The Agency is not liable for any violation of applicable laws committed by either the Client or the Candidate, including but not limited to immigration, tax, employment, or health and safety regulations.
- 7.8. Subject always to clause 7.9, the Agency shall not be liable to the Candidate, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, for any indirect or consequential loss, or for any loss of profits, loss of revenue, loss of goodwill, loss of anticipated savings, or loss of opportunity, in each case howsoever arising under or in connection with these Terms and the Services.
- 7.9. Nothing in these Terms excludes or limits the Agency's liability for death or personal injury caused by its own negligence, for fraud, or for any other liability that cannot lawfully be excluded.

Withdrawal from Representation

- 7.10. The Candidate may withdraw from representation at any time by notifying the Agency in writing. Upon withdrawal, the Agency will cease active search on the Candidate's behalf. Any introductions already made prior to withdrawal remain subject to these Terms.

8. Agency Responsibilities

- 8.1. The Agency will act in good faith to match the Candidate with appropriate roles and will never submit a Candidate's profile to a Client without the Candidate's consent. Profiles are prepared as set out in clause 4.9.
- 8.2. The Agency will assess Candidate suitability through document review and a minimum of three references.
- 8.3. The Agency will manage all communication between the Candidate and the Client until formal employment begins. Clients are instructed not to contact Candidates directly outside facilitated interviews and trials. Any direct contact must be reported to the Agency under clause 5.13.
- 8.4. The Agency will maintain confidentiality and will never share Candidate details with third parties without consent.
- 8.5. The Agency will provide accurate and timely updates regarding potential placements.
- 8.6. Agency will take all reports of inappropriate, unsafe, or concerning Client conduct seriously. Where a Candidate reports such conduct, the Agency will investigate promptly, support the Candidate, and, where necessary, facilitate their exit from the placement.

- 8.7. The Agency reserves the right to end a Candidate's registration on reasonable grounds, including but not limited to repeated non-responsiveness, unprofessional conduct, misrepresentation of personal or professional information, or behaviour that harms the Agency's reputation or its relationships with Clients.

OUR STANDARDS

What you can expect from us, the personal approach

We ask a great deal of our candidates. In return, these are the standards you can hold us to. They are not aspirations, they are commitments.

Your dedicated consultant

Once you reach the interview stage, you'll work directly with the consultant managing that role. They'll prepare you for it, provide feedback promptly, and remain your named point of contact throughout. If things go wrong during a placement, it's that same consultant who steps in, someone who already knows the role, the client, and you.

We never send you somewhere we haven't set up

No candidate attends a trial or begins a role without the key details, terms, pay, dates, and what's expected, confirmed through the Agency in advance. This is a firm safeguarding commitment. If you're ever asked to start a trial or role that hasn't been arranged and confirmed through us, contact us immediately: it means we're not aware of it, and something has gone wrong.

Clients do not contact you directly

All communication between you and a prospective client is coordinated through us until formal employment begins. We don't share your personal contact details without your permission, and clients are instructed not to approach candidates directly outside arranged interviews and trials. If a client reaches out to you directly, tell us straight away.

We check in during your placement

Your consultant will carry out regular wellbeing check-ins and reviews throughout your placement, not to monitor you, but to make sure you're settled, supported, and happy. We want to catch problems early, celebrate what's going well, and stay a constant point of contact throughout your time in post.

We take client misconduct seriously

If a client behaves inappropriately, creates an unsafe environment, or fails to meet their obligations to you, we want to know. We'll take all such reports seriously, respond promptly, and support you, including helping you exit a placement where necessary. Your safety and wellbeing always come first.

9. Data Protection

- 9.1. DDI Partners Ltd, trading as Duke & Duchess International, is the data controller of personal data processed under these Terms. The Candidate is the data subject. All personal data is processed in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.
- 9.2. The Agency processes the Candidate's personal data primarily to perform its agreement with the Candidate and for its legitimate interests in providing recruitment and representation services. Consent is relied on only where specifically required, for example for marketing, and may be withdrawn at any time. Full details of the lawful bases are set out in the Privacy Policy.

- 9.3. The Candidate's professional profile is shared with potential Clients only for the purposes of representation. Profiles are prepared as set out in clause 4.9, and no personal contact details are shared with Clients prior to formal introduction.
- 9.4. Where the Agency processes special category data (such as health information) or criminal records information (such as DBS checks or police reports), it does so only where a lawful condition applies and only to the extent necessary, as further described in the Privacy Policy.
- 9.5. Given the international nature of the Agency's work, the Candidate's personal data may be transferred outside the UK where relevant to a placement. Where this occurs, the Agency applies appropriate safeguards in accordance with UK data protection law, as set out in the Privacy Policy.
- 9.6. Personal data will not be retained longer than necessary. The Agency's retention practices are described in its Privacy Policy.
- 9.7. The Candidate may exercise their data protection rights - including access, rectification, erasure, restriction, portability, objection, and withdrawal of consent - and may complain to the Information Commissioner's Office (ICO). Requests may be sent to Carrie-Ann Pryke at info@dukeandduchess-int.com. The Agency's full Privacy Policy is available at www.dukeandduchess-int.com.

10. General Terms

- 10.1. No employment relationship exists between the Agency and the Candidate.
- 10.2. Neither party may transfer its rights or obligations without written consent.
- 10.3. All notices must be submitted in writing via email.
- 10.4. These Terms are governed by the laws of England and Wales. In the event of any dispute, both parties agree to first seek resolution through good faith negotiation before pursuing formal proceedings.
- 10.5. These Terms constitute the entire agreement between the Agency and the Candidate and supersede any prior discussions, representations, or arrangements, written or verbal. No statement made by Agency staff outside these Terms forms part of the agreement unless confirmed by the Agency in writing. The Agency's Privacy Policy, available on its website, explains how personal data is handled and does not form part of this agreement.
- 10.6. If any provision of these Terms is found to be invalid, unlawful, or unenforceable, it shall be severed and the remaining provisions shall continue in full force and effect. Where possible, any severed provision will be replaced with a valid one that achieves as closely as possible the same commercial effect.
- 10.7. A person who is not a party to these Terms has no right under the Contracts (Rights of Third Parties) Act 1999 to enforce any of these Terms, save that this does not affect any right or remedy of a third party that exists or is available apart from that Act.
- 10.8. The Agency shall not be in breach of these Terms, nor liable for any delay or failure to perform, where this arises from events beyond its reasonable control, including travel disruption, border or visa restrictions, illness, civil unrest, natural events, or communications failures. The Agency will take reasonable steps to mitigate any such event and keep the Candidate informed.

11. Agency Details

Duke & Duchess International is a trading name of DDI Partners Ltd.

Company Registration Number: 08811424 – Registered in England & Wales

Registered office: 11–12 Old Bond Street, Mayfair, London

www.dukeandduchess-int.com

info@dukeandduchess-int.com

London: +44 20 3874 6767

12. Acknowledgement & Acceptance

By registering with the Agency, whether online, by email, or verbally, the Candidate confirms that they have read, understood, and agreed to be bound by these Terms of Business. We look forward to working with you.