

Ägerikrippe

TERMS & CONDITIONS

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1. PREAMBLE

These Terms and Conditions set forth the details and procedures in effect at our day care nursery, including information about opening hours, acceptance and expulsion procedures, rates, invoicing, insurance matters and rules.

These Terms and Conditions form part of our child care contracts.

2. REGULATORY FRAMEWORK

2.1. OPENING HOURS/HOLIDAYS/VACATIONS

Our day care nursery is open Monday through Friday from 7 a.m. to 6:30 p.m.

Please refer to the annual HOLIDAYS document available on our Website for a detailed list of nursery vacations and public holidays.

2.2. DROPPING OFF AND PICKING UP YOUR KIDS

Parents must be reachable by telephone during care hours. If this is not possible, please leave an emergency number in the morning.

Drop-off time in the morning 07.00-09.00 a.m.

Drop-off and pick up time at lunch 11.00-11.15

Drop-off and pick up time after lunch 13.30-14.00

Pick-up time in the evening 04.00-06.15 p.m.

As a matter of principle, while our daily routine is under way, i.e. from 9.00 to 11 a.m. and from 2 to 4 p.m., no children can be dropped off or picked up. Any exceptions must be discussed with nursery management or the group leaders in advance.

If a child will not be picked up by his or her customary care giver, our staff must be informed in advance. Parents must complete our PICK-UP CONFIRMATION form, stating on it the particulars of the person picking up the child. In the event of reasonable doubt, nursery management reserves the right to contact a child's parents by telephone.

Late pick-ups, i.e. after nursery closing time, or late drop-offs, i.e. when the daily routine is already under way, are subject to a CHF 20 fee (which is entirely for the benefit of our staff) for each quarter of an hour or part thereof.

2.3. TYPES OF CARE/MINIMUM ATTENDANCE

Our nursery offers all-day care only.

3. FROM REGISTRATION TO TERMINATION

This chapter sets forth the details of the acceptance process, from settling in to the day a child leaves the nursery.

3.1. REGISTRATION/WAITING LIST

Our day care nursery specializes in providing care for children of between 3 months of age and Kindergarten age. As a matter of principle, care places are granted, subject to availability. If there are no places available, parents may have their child added the waiting list.

A child is added to the waiting list following an initial get-together with the parents. This entry is non-binding for both parties, the parents and the nursery. By adding their child to the list, the parents merely state their non-committal interest in a nursery place.

3.2. SIGNING THE CONTRACT

In order for a child to be accepted into the nursery, both the parents and nursery management sign a care contract. The first monthly flat fee becomes due after the settling-in period. Until payment is received, the nursery will not be bound by said contract.

3.3. SETTLING-IN PERIOD

The first two to four weeks that a child spends in the nursery's care are deemed the settling-in period. The settling-in periods are agreed between the nursery's staff and the parents and adjusted to the child's progress. The settling-in period is subject to a **SETTLING-IN FEE** of CHF 25 for each hour or part thereof, to be paid by the parents. On completion of the settling-in period, the parents will be charged the regular monthly flat fee.

3.4. TRIAL PERIOD

The period from the start of the settling-in period to ten workdays after the completion of the settling-in period is deemed the trial period. During the trial period, both the parents and the nursery may, irrespective of the child's settling-in status, terminate the care contract without providing any explanations and without giving notice. In such case, the parents will be charged the settling-in fee and one monthly flat fee.

3.5. TERMINATING THE CONTRACT

The mutual period of notice when terminating a care contract on completion of the trial period is three months, beginning at the end of a given month. The period of notice also applies in the event of a reduction of the number of care days. If a contract is terminated within the trial period, no fee will be charged. However, there will be a fee representing the cost of settling in up to the termination date.

The termination must be notified by registered letter or in writing directly to nursery management. Terminations sent via e-mail will be confirmed.

Any termination taking place before care starts will be deemed a termination within the trial period and will therefore not be subject to a care fee.

4. FINANCIAL MATTERS

4.1. TERMS OF PAYMENT

The monthly flat fees are payable monthly in advance by direct debit or e-bill by the 25th of the previous month (value date).

The care flat fee is identical each month, irrespective of how many days there are in a given month or whether the nursery is closed because of a public holiday or a company holiday.

There are no refunds and no compensations for vacations, absences and sick days.

In the event that the nursery is closed through no fault on its own (e.g. closure mandated by the cantonal surgeon general or as a result of a natural disaster), the care fees will remain due.

Parents who are late in or in default of paying their fees will be sent a reminder. In the event that they continue to be in default of paying the care fees due, their nursery place may be terminated immediately by the nursery's parent company.

All meals, beverages and activity expenses (bus and boat fares, admissions) are basically included in the monthly care fee.

4.2. RATES

Please refer to our RATES LIST for the current rates.

Our day care nursery is recognized by several municipalities and therefore eligible for care vouchers. Please feel free to ask nursery management for more information.

4.3. FLEXIBLE ADDITIONAL DAYS

Additional care days (please refer to the rates on our website for the additional care day rate) may be agreed and booked with nursery management and/or the group leaders, subject to availability.

5. INSURANCE/LIABILITY

5.1. INSURANCE

Our day care nursery has extensive business liability insurance coverage. The children must have health insurance as well as liability and accident insurance of their own. Any expenses caused by illness or accident (e.g. ambulance fees) will be charged to the parents.

5.2. LIABILITY

Our day care nursery declines any liability for lost or damaged private objects. We recommend therefore that you leave any valuable jewelry, pendants, etc. at home. Parents will be held liable for any damage that their child may cause.

6. EDUCATIONAL ORGANIZATION

6.1. FOOD

At our day care nursery, we provide the kids with an age-appropriate, balanced, varied and healthy diet. All meals are prepared fresh daily.

Any infant formula powder and special food products must be provided by the child's parents. We, on the other hand, offer homemade veggie and fruit purees for infants.

6.2. CLOTHING

The children's clothing should be weather-appropriate. We go outside with the kids every day. Each child has his/her own box where he/she can store clothes that the parents have brought along to make sure that there is always a change of clothes available (to accommodate a change of season or in size). To ensure that each item of clothing is easily identifiable, please label all of your child's clothes. We recommend that you bring along the following items of clothing to place in the box:

- Comfortable, closed kids' slippers or non-slip socks
- Change of clothes (pants, sweater, T-shirt, underwear, jumpsuit and socks)
- Rain gear (jacket and pants)
- Sun hat / beanie, scarf and gloves
- Shoes
- Snow gear

Diapers/nappies must be brought along by the parents, and can be stored on the nursery premises.

6.3 ILLNESS/ACCIDENT

Allergies and other intolerances must be notified to nursery management or the group leaders in writing and in person. Emergency medication must be deposited at the nursery.

Sick children must not be brought to the nursery, and in the event of an illness nursery staff must be notified thereof in a timely manner. In the event of fever or illness, our staff may refuse to accept a child. If a child falls ill while at the nursery, we will notify his/her parents thereof, and the child must be taken home as quickly as possible. Also, the nursery must be notified immediately of any infectious diseases within a family.

In the event of a serious illness or an accident, nursery staff are authorized to refer a child to specialist care immediately and to notify the child's parents as quickly as possible. The cost incurred must be borne by the parents.

It is at the discretion of nursery staff to decide whether or not handicapped children (e.g. with a broken arm or broken leg) will be accepted at the nursery and will be allowed to participate in the nursery's activities. However, the nursery declines any liability for consequential injury or delays in the healing process.

Our nursery will not administer any anti-fever medication. If nursery staff is asked by parents to administer medication to their child, the parents must provide nursery staff with appropriate instructions in the morning and initial the medication in question on a medication sheet. Nursery staff may, in exceptional cases, refuse to accept medication, naming the reasons for their refusal.

7. DATA PROTECTION AND PHOTOS

All child and parent data are used by the nursery only for the purpose of running the nursery and will only be handed out to a doctor, the police or similar authorities if necessary in an emergency.

All data are used exclusively for nursery-related purposes. The nursery will never hand out the data to third parties.

We take photos/snapshots at social gatherings, on excursions, during activities and in day-to-day life at the nursery. The pictures will be hung throughout the nursery and used for in-house portfolios, as mood boards on our Website, Instagram and Facebook, as well as for training purposes (vocational school). For data protection reasons, we will not connect any names with the photos or pass such names on to the media. At our initial meeting, we present each child's parents with our DECLARATION OF CONSENT REGARDING THE USE OF PHOTOS form. It is on this form that you tell the nursery whether you agree with the nursery's publishing your children's photos and what types of publication you agree to.

8. QUALITY ASSURANCE

The nursery's trained carers as well as nursery management welcome your suggestions and will be happy to help in the event of any problems or complaints. Our day care nursery is open to constructive criticism, as it helps us improve the quality of our care services and promotes open communication.

9. FURTHER READING

In addition to these Terms and Conditions, our day care nursery has drawn up the following documents, which we customarily hand out to parents and which you can ask us for at any time:

- Portrait
- Educational concept
- Emergency concept
- Hygiene concept
- Rates
- Pick-up confirmation
- Declaration of consent regarding the use of photos