



# Operating Rules

Groupe Babilou Suisse

**KidsCare Mies**

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## 2. DAYCARE CENTER

The KidsCare Mies center has an operating license issued by the OAJE (Office d'Accueil de Jour de l'Enfant) for the daycare of 66 children. The daycare center welcomes children from 3 months and up to the official school entry age. The children evolve in a bilingual French-English environment thanks to the daily presence on site of professionals who communicate only in English throughout the day.

The premises are located in a quiet area of the small town of Mies. They are easily accessible, close to the cantonal road, as well as to the train station in order to facilitate the daily life of the families. The private forest of the FIBA is adjacent to the nursery and Lake Geneva is nearby. The nearby public transport system allows rich and varied outings, such as visits to the library or museums in town. Theme days (colours, jobs), cultural outings, general work on inclusion and intergenerational partnerships (families, EMS, etc.) are part of the daily life of the Mies crèche.

Through our conscious and sustainable education approach, we prepare children to thrive and to contribute to the world of tomorrow as responsible and independent human beings. It is also a place of awakening, relaxation, integration and social experiences for the child and his family. The center has its own educational concept which is more broadly in line with the values and principles of the Swiss KidsCare group (see general conditions for more details).



## 3. PEDAGOGICAL PROFESSIONALS

### 3.1 THE DAYCARE CENTER DIRECTOR

The daycare center is placed under the authority of the daycare Director (Director, deputy director, sector manager). The Director ensures the proper functioning of the daycare center, welcomes and informs families, guides the educational team and ensures the well-being of the children enrolled. The Director is committed to the implementation and respect of these daycare Rules and Regulations.

### 3.2 THE EDUCATIONAL TEAM

The supervision of the children is ensured by professionals meeting the requirements of the Children's Day Daycare Office (OAJE).

Professionals look after the physical and mental well-being of the children entrusted to them, by offering them various activities adapted to their age. The educational staff promotes experiences and learning and accompanies the children towards autonomy. They guide each child in his discoveries and

remains available and attentive to his needs and requests, while setting up a centered and reassuring framework, necessary for his development.

A stewardship team, in support of the educational team, takes care of all the tasks related to the smooth running of the welcoming days. Among other things, they take care of setting up and serving meals as well as the maintenance and hygiene of the premises.

### 3.3 PEDAGOGICAL CONCEPT

The pedagogical concept is a document, available on request, resulting from teamwork between the Direction of the daycare center, the educators of the site as well as our pedagogical and quality referents who work for the entire network. This describes the values and the context in which the children are welcomed as well as the objectives chosen to support the children and their families, the tools and means to prevent them.

## 4. **OPENING HOURS**

### 4.1 OPENING HOURS

The KidsCare Mies center is open Monday to Friday, from 7 a.m. to 6:30 p.m.

### 4.2 ARRIVALS AND DEPARTURES

Parents are asked to respect the opening and closing times of the center, as well as the periods reserved for the arrival and departure of children. Indeed, these schedules are points of reference for the child and allow the daycare center to operate in good conditions.

Arrivals: As far as possible, we ask parents to arrive before 9:00 in the morning, so that they can provide the educational team with all the information necessary for the proper care of their child. Beyond this time, participation in certain outings or activities can no longer be guaranteed.

Departures: We ask parents wishing to benefit from a time of exchange with the referent educator of their child to arrive at the latest 15 minutes before the end of care of their child. When leaving the daycare center, we also ask parents to clearly indicate their departure to the collaborators.

The table below summarizes the time slots reserved for the daycare and departure of the child:

Daycare contract	Arrival period	Departure period
Whole day	7 a.m. – 9:00 a.m.	From 4:30 p.m. - 6:30 p.m.

### 4.3 ANNUAL CLOSING

KidsCare Mies closes its doors at different times of the year:

- Good Friday
- Easter Monday
- Ascension Thursday and Friday
- Whit Monday
- National Day: August 1
- Fasting Monday (Jeûne Fédéral)

- Two weeks for end of year celebrations
- One pedagogical day per year (the date is communicated to parents at the beginning of each calendar year by the Director.)

## 5. DAYCARE CONDITIONS FOR YOUR CHILD

### 5.1 CHILD RECORD

By the first day of familiarization at the latest, parents must have submitted the following documents:

- The child's medical form attesting to community life, drawn up by a pediatrician or family doctor
- A copy of the child's health and accident insurance card or contract
- A copy of the civil liability insurance (RC) of the household
- A copy of the child's vaccination record
- The signing of these rules and regulations

These documents must be updated at the beginning of each calendar year and at any time, if any changes take place, and submitted to the Director of the daycare center.

### 5.2 REGISTRATION PROCEDURE

Here are the main steps of a child registration procedure. This can take place at any time for a start throughout the year and at any age, depending on availability. We don't have fixed "starting" dates and accept registrations at any time.

1. Initial visit request via our web form by parents
2. Scheduling and visit of the center
3. Confirmation of interest on the parents' side by completing the registration form and making the payment of the processing fee
4. Confirmation of availability and edition of the childcare contract
5. The family has 5 calendar days to return the signed contract (after which the availability offered will no longer be guaranteed)
6. The contract will then be countersigned and sent back by email to the parents
7. The invoices corresponding to the first 2 months of daycare will be sent
8. A welcome meeting will be scheduled shortly before the start of the childcare contract

## 6. LIFE AT THE DAYCARE

### 6.1 THE FAMILIARIZATION PERIOD

*See general conditions.*

### 6.2 MEALS / FOOD

A catering service delivers balanced meals every day, checked by a dietitian. The menus of the week are communicated each week (displayed at the entrance of the center as well as via the mobile application). On request, cakes can be ordered by the parents. No outside meals are accepted in the daycare center.

For the nursery, the meals, served in their living room, are weighted and mixed or served in pieces according to the request of the parents and the stage of evolution of the child while respecting the rhythm of each one (adapted schedule).

For older children, lunch is served at a fixed time (11 a.m. nursery and trotters, 11:30 a.m. preschool).

### **6.3 ALL INCLUSIVE**

We supply powdered milk, hygiene products and the diapers children need for their stay at the daycare. If families wish to opt for a different type or brand of products than those offered, they must provide and ensure a regular supply for their child. However, this does not entitle them to a fee reduction.

### **6.4 BREASTFEEDING AREA**

It is possible, on request, to breastfeed your child on site out of sight.

### **6.5 NAP AND REST TIMES**

The nap is offered to everyone regardless of the age of the child. If the child does not wish to sleep, he will not be obliged to do so: he will however be installed in a quiet place, in his bed, in the same way as the other children. For all ages, we respect the sleep rhythm and the needs of each child. Children who fall asleep are not awakened, also, in the nursery, some babies end their nap in a stroller if started during a walk.

### **6.6 MOBILE APP**

We use the Kidizz mobile application as the preferred means of communication between the daycare and the families. We thank parents for downloading it in order to take advantage of the news and features. Each child welcomed has an identifier linked to their group and parents receive a child identifier key to connect and link to the profile of their child(ren). Several kidizz user accounts can be linked to a child. Several children can be linked to a user account.

Kidizz features include a global news feed, as well as the possibility of declaring vacations, requesting extra days, sending medical instructions, etc. for each profile. We ask families to use it in accordance with the daycare's instructions.

In order to protect everyone's image, we remind you that it is forbidden to save or share photos where children other than your own child are recognizable. Measures will be taken if this is not respected.

In terms of data protection: the data of the global newsfeed is erased once a year (early September) without additional backup. The application and its use comply with the General Data Protection Regulation (GDPR).

## **7. HEALTH PROMOTION AND ILLNESS PREVENTION**

### **7.1 PREVENTION**

Before dropping off your child at the daycare, it is important to consider his general physical condition, in order to ensure that he is able to follow the program and the routine of the day.

Any health problem, even slight, must be systematically reported by the parents when the child arrives.

In the event of the onset of fever, the parents are systematically notified. If this is greater than or equal to 38.5 degrees and depending on the general condition of the child, parents are asked to pick up their child as soon as possible. In the event of an emergency or if it is impossible to reach the parents, the direction will take all necessary measures. Any costs incurred are the responsibility of the parents.

## **7.2 ILLNESS**

In the event of illness, the child is generally not welcomed in a collective environment for several reasons:

- A sick child must be able to benefit from supervision adapted to his condition, namely calm and special attention.
- A sick child is temporarily unable to participate in or enjoy the activities offered.
- The decision whether or not to take in a sick child should not interfere with the quality of care offered to other children.
- As an employer, we also have a duty to look after the health of our professionals and to offer them a healthy workplace, just as we look after the general health of all the children cared for.

The Director of the daycare center and the educational team are empowered to judge the state of health of a child and his compatibility with the life of the daycare center. As such, it is up to him to accept or refuse the daycare of the child within the center.

For greater clarity, a list of illnesses admitted in group daycare has been drawn up and appears in the Appendix to this document, based on the recommendations of the cantonal doctor.

## **7.3 DRUG ADMINISTRATION - PUNCTUAL**

Professionals are authorized to administer the drugs and other creams available on the premises according to the authorizations in force (Cantonal doctor's office recommendations) to children who require it punctually and spontaneously during daycare (eg: treating a fall which occurs during a day of daycare, of a seriousness that does not require a visit to the Doctor or to the hospital) unless a parent has made a formal written request to the contrary.

## **7.4 ADMINISTRATION OF MEDICATION - ON PARENTS' REQUEST**

At the parents' request, the educational team is authorized to administer medication to children only when the parents have completed the "Authorization to administer medication" form for their child (see *Appendix*). The medicine will be refused if it does not bear an official label from the pharmacy or the attending physician (dated and signed), in the name of the child.

If your child's reference educator notices that he regularly takes the same medication, the Daycare's Director reserves the right to contact your child's pediatrician or family doctor to check his prescription.

## **7.5 MEDICAL EMERGENCY**

In the event of an emergency, the parents delegate their power to the Director of the daycare center, which takes the liberty of calling on the reference medical practice (Dr. Rita Malta Couto, Pediatrician).



The parents (or the persons to be notified in the event of an emergency – see *Appendix*) are notified and asked to join their child. Each child is covered by their health and accident insurance.

If your child is taken care of by an ambulance, the transport costs are the sole responsibility of the parents. In the event that the parents are unable to be present, a member of the team will accompany the child to the hospital.

#### **7.6 COLLABORATION WITH EXTERNAL NETWORKS**

Families who encounter temporary difficulties will find support from the educational team and the Director. In specific situations, the Director may call on external partners, such as psychologists, child psychiatrists, pediatricians, etc. Any contact will be made with the prior consent of the parents.

In case of suspicion of mistreatment, the Director will report the case to the competent authorities according to the procedure enforced in the canton.

#### **7.7 WELCOMING A CHILD WITH SPECIAL NEEDS**

The daycare center Director and the attending physician assess the child's specificity (disability, diagnosed delay, etc.) in relation to community living. In view of this assessment, if the daycare center is able to accommodate the child, the team will do its best to welcome him in optimal conditions. An application for educational support can be made to the relevant state department.

### **8. PRACTICAL ARRANGEMENTS**

#### **8.1 CLOTHING AND PERSONAL EFFECTS**

Parents are asked to dress their child in a practical way and according to the seasons and to bring spare underwear and clothes (hat, gloves, jacket, snow clothes and shoes, rain clothes, cap and sunglasses). A pair of slippers and rain boots for children who have learned to walk are also mandatory.

Clothing, pushchairs and maxi cosis, as well as the child's personal items (teddy bears, etc.) must be marked with the child's name.

**Your child's daycare center declines all responsibility in the event of loss, theft or damage to children's personal items, including glasses, jewelry and toys.**

#### **8.2 DIAPERS**

See our All Inclusive package in 6.3.

#### **8.3 HYGIENE**

Outside the entrance area, anyone entering the children's living areas must wear the overshoes made available to them in the entrance hall.

#### **8.4 SECURITY**

**Access to the daycare premises:**

- In order to guarantee a high degree of security in our institution, access to our premises is by means of a fingerprint recognition system. The system used does not store any fingerprint images; it stores a binary code assigned to each, from which it is impossible to reconstruct the original fingerprint. For this reason, we kindly ask families to agree to the procedure of registering their fingerprints.

**Within the daycare center:**

- For the safety of the children, parents are asked to close the access doors behind them and not to take the initiative of opening the door to people from outside the daycare center. They must take care not to leave their personal effects within the reach of children (medicines, toxic products, etc.).
- Parents must respect the facilities, the rest, the hygiene, the safety of the premises and the activities of the children.
- Children remain under the responsibility of their parents as long as they have not been welcomed by a collaborator in the section, and as soon as they have resumed contact with them at the time of departure. They must therefore remain vigilant about their safety. The presence of the child's siblings or young accompanying children must not be a factor of risk and disturbance for the other daycare children and are the responsibility of their parents/accompanying adult.
- The child is accompanied to the cloakrooms by his parent, prepared to join his group, before being entrusted to an educator to whom the parent passes it on. The responsibility of the KidsCare group Switzerland is engaged only at the time when the transmission has been made.
- No animal is tolerated in the daycare center, except guide dogs, for reasons of hygiene and safety.
- Due to the risk of accident, the wearing of jewelry is prohibited for children (chains, medallions, earrings, etc.). Similarly, it is forbidden to bring small objects presenting a danger (hair clips, beads, coins, marbles, small rubber bands, small toys, etc.). If necessary, parents are asked to sign a waiver (see *Appendix*).

**Outside the daycare center:**

For pedagogical and safety reasons, parents cannot offer to the professionals working at the daycare to care for their child outside their working hours.

## 9. AUTHORIZATIONS

### 9.1 DEPARTURES

**When leaving the daycare center:**

- Children are only entrusted to persons designated and authorized during registration (see form “Authorization to entrust the child to a third party” in the *Appendix*). No minor will be allowed to pick up a child.
- In the exceptional case where an unscheduled person has to pick up the child, one of the two legal guardians must notify the daycare Director by telephone and send an email mentioning the identity of the person and the time at which this person will be authorized to withdraw the child. When presenting themselves, this person must provide a valid identity card or passport.
- The child can only be accompanied and picked up within the confines of the building. No arrival or departure is authorized during outings.

- When the daycare Director considers that handing over the child is likely to put him or her in danger, he may refuse to hand over the child.

### 9.2 IMAGE RIGHTS

By signing their child's contract, parents automatically authorize the educational team to film and photograph their child as part of the activities offered. Photo and video media are subject to internal use. Photos of the daycare center or activities on which no child's face is recognizable may be used for external use.

In the event of a categorical refusal to allow their child to be photographed or filmed, the parents must inform the Director of the daycare center in writing (by post or email), precisely indicating the surname and first name of their child. The Daycare Director will send back a written confirmation of the good reception of the family's wish and will thus ensure the dissemination of the information to the team.

### 9.3 ORGANIZED OUTINGS

Outings, outdoor games and walks play an important role in the life of the daycare and provide the child with the opportunity to discover the outside world.

By signing the registration form and the contract, parents acknowledge that they are aware of the fact that these outings can be done on foot or by public transport and authorize their child to participate. Under no circumstances do the educational staff use private means of transport.

## 10. MISCELLANEOUS

### 10.1 PARKING

Parking spaces dedicated to parents are available all around the center.

Parents are requested to use the parking spaces at their disposal only for the time they need to drop off and pick up their child.

### 10.2 QUESTIONS AND COLLABORATION

We want to build a collaboration and a bond of trust with each family, so we encourage moments of sharing. As a result, the parent can request an interview at any time:

**If your questions concern the care of your child**, we invite you to first contact your child's reference educator or sector manager.

**If your questions concern the educational program** or the general operation of the institution, we invite you to contact the daycare center's Director directly.

**If your questions concern the administrative aspect**, please address your questions directly to the General Administration.

### 10.3 DISPUTES

In the event of a dispute between the parents and the educational team, it is the responsibility of the Director of the daycare center to act as an arbitration body.

In the event of a dispute between the parents and the Daycare Director, it is the responsibility of the General Director to act as an arbitration body.

The center also provides families with a complaint form if necessary.

#### **10.4 AMENDMENTS OF THE OPERATING RULES**

The General Director reserves the right to modify these rules at any time. For changes relating to the essential objects of the contract, a period of two months for the end of a month will be respected. Parents will be notified in writing.

## 11. APPENDIXES

### KIDSCARE MIES - OPERATING RULES

☐ By checking this box, I acknowledge having read the operating rules of the KidsCare Mies center to which I am registering my child.

(Last name, First Name) .....

**The signing of the operating rules implies acceptance of them; in the event of non-compliance with the rules by the family, the childcare contract may be terminated without delay.**

Done in 2 copies at ....., on .....

*(1 copy will be kept within the daycare center and 1 other will be given to the parents)*

**The family,**

**The legal representative(s)** ("Read and approved" + surname first name + signature)

## AUTORISATION DE CONFIER L'ENFANT A UN TIERS / PICK-UP AUTHORIZATION

Nous soussignés / *We, the undersigned* \_\_\_\_\_

Autorisons le personnel de l'établissement KidsCare Mies à confier notre enfant à l'une des personnes majeures mentionnées ci-dessous :

*Hereby authorize the staff of KidsCare Mies to entrust our child to one of the legally aged persons listed below:*

<b>Nom et Prénom de l'enfant</b> <i>Child's first and last name</i>	
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<b>Nom et prénom</b> <i>First and last name</i>	<b>Numéro de téléphone</b> <i>Telephone number</i>	<b>Adresse</b> <i>Address</i>

*Joindre les copies des pièces d'identité des personnes mentionnées dans la fiche.*

*Please attach a photocopy of the above-named person's identity card*

**Ces personnes devront être munies d'une pièce d'identité chaque fois qu'elles se présenteront à la crèche pour venir chercher l'enfant.**

***The people listed above may be asked to present their identity card each time they come to collect the child.***

<b>Date et signature des représentants légaux, précédé de la mention « lu et approuvé »</b>  <i>Date and signature of legal guardian, preceded by the words "Read and approved"</i>	
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## PERSONNES A PREVENIR EN CAS D'URGENCE / EMERGENCY CONTACTS

Nom et Prénom de l'enfant <i>Child's first and last name</i>	
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Nom et Prénom de la personne à contacter <i>First and last name of person to contact</i>	
Numéro de téléphone <i>Telephone number</i>	
Parenté <i>Family relation</i>	
Numéro de carte d'identité <i>ID Card number</i>	

Nom et Prénom de la personne à contacter <i>First and last name of person to contact</i>	
Numéro de téléphone <i>Telephone number</i>	
Parenté <i>Family relation</i>	
Numéro de carte d'identité <i>ID Card number</i>	

Nom et Prénom de la personne à contacter <i>First and last name of person to contact</i>	
Numéro de téléphone <i>Telephone number</i>	
Parenté <i>Family relation</i>	
Numéro de carte d'identité <i>ID Card number</i>	

Date et signature des responsables légaux <i>Date and signature of legal guardians</i>	
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## DECHARGE EN CAS DE PORT DE BIJOUX / LIABILITY RELEASE FOR THE WEARING OF JEWELRY

Nous soussignés / *We, the undersigned* \_\_\_\_\_  
 Déclarons avoir fait le choix de faire porter à notre enfant des bijoux (collier, bracelet, boucles d'oreilles etc.) et déchargeons le groupe KidsCare Suisse de toute responsabilité en cas de perte et / ou accident impliquant ou non un tiers.  
*Hereby declare that it is our choice to allow our child to wear jewelry while attending daycare and that we take the full responsibility in case of loss / accident involving or not a third party.*

<b>Nom et Prénom de l'enfant</b> <i>Child's first and last name</i>	
<b>Date et signature des responsables légaux, précédé de la mention « lu et approuvé »</b> <i>Date and signature of the legal guardians, preceded by the words "Read and approved"</i>	



## FICHE MEDICALE / MEDICAL CERTIFICATE

Un médecin qualifié doit remplir ce formulaire. L'examen doit être fait maximum 3 mois avant l'entrée à la crèche.  
A qualified licensed physician must complete this form. The exam must be done no longer than 3 months before entry into the daycare.

<b>Nom et Prénom de l'enfant</b> <i>Child's name and surname</i>	
<b>Date de naissance</b> <i>Date of birth</i>	
<b>Allergies</b> <i>Allergies</i>	<ul style="list-style-type: none"> <li>• Alimentaires -----</li> <li>• Insectes-----</li> <li>• Médicaments-----</li> <li>• Autre -----</li> <li>• Food-----</li> <li>• Insects -----</li> <li>• Medicine -----</li> <li>• Other -----</li> </ul>
<b>Reaction allergique</b> <i>Type of allergic reaction</i>	
<b>Traitement requis</b> <i>Response required</i>	<ul style="list-style-type: none"> <li>• Aucun</li> <li>• Goûtes feniallerg -----</li> <li>• Crème ou gel -----</li> <li>• Epipen -----</li> <li>• Autre -----</li> <li>• None</li> <li>• Feniallerg drops -----</li> <li>• Cream or gel -----</li> <li>• Epipen -----</li> <li>• Other -----</li> </ul>
<b>Médicaments contre indiqués</b> <i>Medicine not recommended</i>	
<b>Actuellement, l'enfant suit-il un traitement?</b> <b>Si oui, lequel ?</b> <i>Currently does your child take medicine for a specific health condition? If yes, which one?</i>	
<b>Remarques</b> <i>Comments</i>	
<b>Nom - prénom et coordonnées (adresse et téléphone) du pédiatre</b> <i>The paediatrician's name and surname + contact information (address and phone number)</i>	

Je déclare que toutes les informations entrées ci-dessus sont exactes, avoir examiné l'enfant susmentionné et l'avoir trouvé en bonne santé:

*I certify that all of the information entered above is accurate, that I have examined the above child and found him/her in good health:*

Lieu, date / Place, date :

Sceau et signature du pédiatre / Stamp and Paediatrician's signature:

## AUTORISATION D'ADMINISTRER DES MEDICAMENTS / ADMINISTRATION OF MEDICATION

Nous soussignés / *We, the undersigned* \_\_\_\_\_

Autorisons le personnel encadrant diplômé à administrer à notre enfant le médicament ci-dessous  
 / *Authorise the qualified staff to administer the following medication to our child :*

<b>Période : Du ... Au ...</b> <i>From (date) ... to ...</i>	
<b>Nom et Prénom de l'enfant</b> <i>Child's first and last name</i>	
<b>Groupe / Group</b>	
<b>Nom du médicament</b> <i>Name of medicine</i>	
<b>Posologie</b> <i>Dosage</i>	
<b>Fréquence et heure d'administration</b> <i>Frequency and time to be given</i>	
<b>Date et heure de la dernière administration à la maison</b> <i>Date and time of last dosage given at home</i>	
<b>Date et signature des représentants légaux</b> <i>Date and signature of the legal guardians</i>	

Dans la mesure du possible, les médicaments sont administrés par les parents. *Whenever possible, all medication is to be administered by parents.*

<b>Date &amp; heure</b> <i>Date and time</i>	<b>Quantité administrée</b> <i>Quantity given</i>	<b>Réaction de l'enfant</b> <i>Child's reaction</i>	<b>Signature de la personne ayant administré le médicament</b> <i>Signature of the person who gave medication</i>

Ce formulaire est conservé dans le dossier de l'enfant pour référence ultérieure.  
*This form is kept in the child's file for future reference.*

## LIST OF COMMON DAYCARE ILLNESSES

Illness	In which case can my child be welcomed in a collective environment?
Sore throat	Absence of fever and good general condition
Strep throat	24 hours after the 1st intake of the treatment, absence of fever and good general condition
Epidemic conjunctivitis	Exclusion - return according to specialized medical opinion
Fever	After 24 hours without fever and good general condition
Gastroenteritis and gastritis	48 hours after complete absence of the major symptoms (liquid and excessive stools; vomiting) and good general condition
Flu	Absence of fever and good general condition
Molluscum	Good general condition
Thrush	Good general condition
Mumps	Good general condition. Please notify the Director of the daycare center if your child is not vaccinated.
Lice	In order to guarantee the healthiest possible reception environment, the educational team will systematically return any child with lice or nits upon arrival at the institution. The child may return to the daycare if treatment is undertaken.
Measles	Return after 4 days from the onset of the rash and good general condition. Please inform the Director of the daycare center if your child is not vaccinated.
Rubella	Disappearance of symptoms and good general condition. Please notify the Institutional Head if your child is not vaccinated.
Roseola or 3-day fever	Good general condition.
Scarlet fever	24 hours after the start of treatment and good general condition
" Hand-Foot-Mouth" Syndrome	Good general condition
Chickenpox	Good general condition (no treatment will be administered by the nursery: creams, whitewashes)
Fifth Disease	Good general condition.

This non-exhaustive list of the most common illnesses in childcare settings is taken from the "Romande and Ticino recommendations for (pre)school exclusion for communicable diseases" approved by the cantonal doctors.

## INSATISFACTION-PLAINTÉ / COMPLAINT FORM

<b>Prénom et nom de l'enfant /</b> <i>Child's first and last name</i>	
<b>Crèche / Daycare</b>	
<b>Groupe / Group</b>	
<b>Date / Date</b>	
<b>Nom du plaignant</b> <i>Name of person who filed the grievance</i>	

<b>Description du problème / Description of problem</b>

<b>Date et signature de la plaignante</b> <i>Date and signature of the person who filed the grievance</i>	
<b>Date et signature de la Direction d'établissement</b> <i>Date and signature of the daycare director</i>	

## FEES

FEES	Treatment fee per child (1st)	From the 2nd child (simultaneous registrations)
Mies	CHF 400	CHF 200

*Payable 1x, upon registration. The preferential rate (from the 2nd child) only applies when registrations are made simultaneously (daycare center and signature of the initial contract). Ex. For simultaneous registration requests of 2 children then the processing fee will amount to CHF 600 in total.*

PER CHILD	Full day (7 a.m. – 6:30 p.m.)
Regular	CHF 145

*These rates do not take into account any special discounts or possible cantonal or communal subsidies.  
These rates are effective from the 01.09.2023.*

The days are invoiced at the displayed rate on a monthly calculation basis with a factor of x4.2 to correspond to the number of weeks of annual opening. The 2 weeks of closing at the end of the year are offered. Example: for a contract of 2 days/week the family will pay a total of CHF 1218 per month ( $145 \times 2 \times 4.2 = 1218$ ). In the event of arrival during the month, the calculation of the pension takes into account the number of days between the start date of the hosting contract and the end of the month.

In order to confirm the reservation of a place, at the signing of the contract, we require the advance payment of the first two months of regular boarding (non-refundable). Billing begins on the 1st day of familiarization even if this period corresponds to a different attendance of the contract.

The days of absence - planned or unplanned - are neither refunded nor exchanged. The same applies to public holidays and other closing days according to the annual calendar of the daycare.

### Flexible contracts

We offer flexible, unlimited duration contracts with no guaranteed minimum attendance. Families, on the principle of extra days, send us their requests for desired daycare within 48 hours, except in exceptional cases, and we study them on a case-by-case basis. Reserved days will be billed the following month. Processing fees are also due for this type of contract. Familiarization is proposed according to the needs of the child. Normally it should be 2 days at least. This will be charged per day, at the regular daily rate.

Flexible contracts, like regular contracts, end automatically at the legal school leaving age (on 31.08) or must be terminated within the time limits indicated (see General Conditions).

### Siblings discount - see *Terms & Conditions for details*

We grant a 15% discount to the first child (the elder) for a family with two children who are simultaneously enrolled in one or more of our facilities. We grant a 25% discount to the second child of a family with three or more children simultaneously in one or more of our facilities.

### Extra Days - see *Terms and Conditions for details*

Extra days are invoiced at the regular rate according to the childcare contract as explained in our general conditions.

### Late payment – see *Terms and Conditions for details*

In the event of late payment, reminder fees will automatically be billed to the family: CHF 20 for the first reminder and CHF 40 for the second reminder.