

General terms and conditions

Childcare Pfeffingen KiBeP ***Daily structure and vacation care***

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1. About the organization

familea is a neutral, non-political and non-denominational organization based in Basel.

The organization works actively to promote and fund

- the empowerment of women, children and families
- balancing of family and career
- equal opportunities and integration

2. Childcare offering Pfeffingen KiBeP

On behalf of the municipality of Pfeffingen, familea operates a daily structure with lunch and afternoon care as well as vacation care for children from Pfeffingen. The programme is called: Kinderbetreuung Pfeffingen KiBeP

2.1 Target group

The KiBeP programme is open to kindergarten and primary school children from Pfeffingen.

Children with special needs are also welcome. The aim is to integrate these children into the regular routine as much as possible.

2.2 Daily structure offering

The daily structure, including lunch and afternoon care is only offered during official school days. The daily structure is closed on holidays, bridge days, and other days when schools are closed (according to the list of the primary school Pfeffingen).

2.3 modules of the daily structure

The daily structure includes the following modules:

- Lunch: 12.00 – 13.45
- Module 1: 13.45 – 18.00
- Module 2: 13.45 – 16.05
- Module 3: 15.15 – 18.00
- Module 4: 15.45 – 18.00
- Module 5: 16.05 – 18.00

2.4 Vacation care programme

Vacation care is offered during the following school holidays of the Canton Basel-Land from 08.00 to 18.00:

Sport / Carnival holidays vacation:	1st week
Spring break:	1st week up to and including Maundy Thursday
Summer holidays:	3rd to 6th week
Autumn holidays:	1st and 2nd week
Christmas holidays:	1 week

No childcare is provided during the remaining school holiday weeks.

Vacation care can be booked on a daily basis and will only take place if at least 5 children are registered on a weekly average. Parents will be notified at least one month before the start of the respective vacation period whether or not vacation care will be provided.

The vacation programme starts at 08.00 am and includes a variety of activities such as regional all-day excursions or projects that cannot be carried out during school hours.

During vacation care, the children will receive three snacks (mid-morning and two afternoon snacks) and one lunch. If a half-day vacation is booked, the children will receive a snack and lunch. Lunch can be replaced by a picnic if day trips are planned.

2.5 Meals and snacks

The lunch module includes lunch and modules 1 to 5 each include a snack.

All our meals are healthy, varied, seasonal and tailored to the needs of the children. Allergies and intolerances are also considered.

A relaxed atmosphere and enjoyable culture are nurtured in the daycare centers, without any pressure or coercion.

3. Costs

3.1 Parental contribution for *Daily structure*

All costs are included in the parental contribution. The individual modules of the daily structure are charged separately.

These are charged per day:

Lunch:	CHF	15.75
Module 1:	CHF	49.10
Module 2:	CHF	26.95
Module 3:	CHF	31.75
Module 4:	CHF	26.00
Module 5:	CHF	22.15

3.2 Parental contribution for *Vacation care*

The following rates apply for vacation care:

Full day (08.00 to 18.00)	CHF 115.50
Half day with lunch (08.00 to 14.00 or 12.00 to 18.00)	CHF 73.50

During vacation care, the costs for excursions may be charged separately.

3.3 Childcare outside of normal opening hours

If a child requires care outside of opening hours, this additional care will be invoiced quarterly in arrears at CHF 35.00 per commenced half-hour. This rate applies per child.

3.4 Support from the municipality

Parents with an income below a certain threshold can apply for additional financial assistance to the municipality of Pfeffingen in accordance with the regulations on supplementary family childcare (FEB).

4. Team

The day care and vacation care team consist of employees with basic pedagogical training as well as other staff members. Familiea follows the guidelines set by the Office for Child, Youth and Disability Services of the Canton of Basel-Landschaft (AKJB).

5. Care

The supplementary childcare programme offers children a space for social interaction that supports their development and takes their individual educational and leisure needs into account, while at the same time fostering a community experience based on tolerance, solidarity and understanding.

The care team supports and promotes the emotional, cognitive, social and cultural growth of the children in our care.

The principles on which our pedagogical approach and methodology are based are explained in detail in the fact sheet on our pedagogical concept (see familea pedagogical concept for daycare, www.familea.ch).

6. Sickness/accident

In the case of certain illnesses or accidents, it is not permitted to bring the child to the KiBeP. Each individual case must be discussed beforehand with the manager. In the event of illness, the carers must be informed by the parents/guardians by telephone by 11.30 am at the latest.

If a child falls ill or has an accident at the KiBeP, the parents are informed by telephone. In an emergency, the hospital will be contacted directly and the parents will be informed immediately. During the admission interview, the management must be informed about the child's allergies and other sensitivities.

Children who are slightly unwell and have a mild cold within normal limits can still be cared for in the KiBeP. However, the management may request that parents pick up their child if they can no longer stay at the KiBeP and if the management deems this necessary (e.g., due to illness or an incident). Parents are obligated to pick up their child as quickly as possible if asked to do so.

Children who are temporarily restricted due to an accident (e.g., a broken arm or leg) can be cared for as long as they are able to participate in the day-to-day activities. The decision regarding whether the child can be cared for lies exclusively with the management. familea accepts no liability for any delay in the healing process or for consequential damage.

7. Insurance and liability

Parents are under an obligation to take out health and accident insurance for the child receiving childcare.

familea has business facility and professional liability insurance to cover any damage to property or persons that may arise in the context of operating the KiBeP.

8. Data protection

The responsible handling of personal data is of great concern to familea. When collecting and processing this data, we comply with legal requirements, particularly the Swiss Federal Act on Data Protection (FADP), the Ordinance to the Federal Act on Data Protection (OFADP), and cantonal data protection laws. For personal data of parents from the European Union, we also adhere to the provisions of the EU General Data Protection Regulation (GDPR).

We process personal data only to the extent necessary for fulfilling our activities. This data is protected against unauthorized access by technical and organizational measures. By signing the childcare contract, parents' consent to the processing of the necessary personal data.

Our privacy policy with further information can be viewed on the familea website www.familea.ch).

9. Duty of confidentiality

All data, information and incidents that our employees learn about in the course of their work or are entrusted to them are subject to the duty of confidentiality. Employees are obligated to treat all personal data and other information they have access to during their work as confidential and not to disclose it to third parties. The obligation to maintain confidentiality and data protection remains in effect even after the termination of the employment relationship with familiea.

10. Contractual basis

10.1 Parental contribution

The costs for attending the daily structure and the vacation care are regulated in Art. 2 of the T&C. The basis for the parental contribution is the modules per day of care specified in the calculation sheet.

The parental contribution is also due in the event of any absences such as sickness, accident, etc.

10.2 Admission

Admission is possible for each new school term. Admission during the school year is only possible if there is sufficient space and after consultation with the management.

The management decides on admission and determines the exact scope of care together with the parents. The child can only be looked after if the childcare agreement has been signed and returned.

10.3 Changes to the contract

An increase or adjustment to the modules is only possible during the semester if there is sufficient space and after consultation with the management. Notification must be made in writing or by email to the management. An increase within the month will be invoiced as additional hours.

10.4 Invoicing

The parental contribution is invoiced on a semester basis and is due in advance on the first day of the month.

10.5 VAT

The services invoiced for child and youth care by the institutions set up for this purpose are exempt from value-added tax in accordance with Art. 21, Para. 9 of the VAT Act. Therefore, no VAT is included or shown on any of the services provided by familiea.

10.6 Reminders

If the payment deadline is exceeded, interest on arrears of 5% p.a. may be charged without further reminders. If the invoice is reminded due to non-payment, a reminder fee of CHF 20.00 may be charged.

10.7 Annual statement

familea will issue an annual statement for all contributions invoiced, which can be used for tax purposes.

11. Termination of agreement

11.1 Ordinary termination

The childcare contract can be terminated by either party at the end of the semester (mid-January or end of June) or at the end of April (2nd semester). If notice is not given in due time, the fee must be paid for the entire following semester.

Parents whose children start secondary school are not required to provide official notice. In this case, the cancellation occurs automatically.

If the child relocates, the childcare contract may be terminated in writing at the end of the month, subject to a notice period of 60 days.

11.2 Extraordinary termination

familea is authorized to terminate the contractual relationship without notice at the parents' expense for important reasons or in the event of non-payment of the monthly fees, following the first unsuccessful reminder.

12. Complaints procedure

The parents have a right to make a complaint against the way in which their child is being cared for at any time. The first point of contact for a complaint is the management. Those making a complaint have a right to a personal hearing and to be informed of the decision.

If those making a complaint are not in agreement with the decision, they are entitled to take their complaint to the next management level.

The General Terms and Conditions for the Childcare Pfeffingen KiBeP apply from 01.10.2025 and replace the previous regulations.

Basel, September 2025
familea
Management