

**General terms and conditions
Daycare centers**

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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. Daycare offering

familea runs its daycare center ETTINGEN as socio-educational facility for the supplementary daycare of children.

familea daycare centers are important educational environments for children. Our educational concept plays a key role in children's development and socialization.

2.1 Target Group

The childcare services at familea daycare centers are open to children from 3 months old to the end of the 3rd year of primary school.

Children with special needs can also attend the daycare centers. The aim is to integrate these children into the normal daycare routine as much as possible.

2.2 Number of places

28 places in one infant group and one mixed-age group.

2.3 Opening hours

The daycare center is generally open from Monday to Friday, from 07.00 am to 06.30 pm.

The daycare center is closed for a maximum of 3 weeks per year (2 weeks during the summer vacation and 1 week between Christmas and New Year).

The exact opening hours and any additional closing days (e.g. bridge days or training days) are announced annually by the daycare management.

2.4 Attendance times

Attendance	Occupancy %	Occupancy unit
07.00 - 18.30 h	100%	Whole day including meals
07.00 - 14.00 h 11.30 - 18.30 h	70%	$\frac{3}{4}$ day including lunch
07.00 - 12.00 h 14.00 - 18.30 h	50%	$\frac{1}{2}$ day without lunch

Only in combination with other half days:

07.00 - 08.30 h	20%	Early mornings before Kindergarten
12.00 - 14.00 h	20%	Lunch

The weekly occupancy percentage is calculated by adding together the occupancy percentages of the individual days and dividing by 5.

2.5 Minimum attendance

The minimum weekly occupancy rate is 20 % per week (1 full day or 2 half days).

2.6 Meals and snacks

Breakfast, lunch and two snacks between meals are included in the basic price. 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 General information

All costs are included in the tariff, which means that parents are not liable for any extras (such as nappies, toothbrushes, transportation, tickets etc.).

3.2 Parental contribution per month

The full cost of a daycare place is CHF 2'480 per month for full-time occupancy.

3.3 Parental contribution of the municipality of Ettingen

The municipality of Ettingen supports families through income-related contributions. The application for a reduction in contributions must be submitted to the municipality. Further information is available on the website of the municipality of Ettingen.

3.4 Infant supplement

The care of infants up to the age of 18 months requires a higher level of attention. This additional effort is compensated with an infant supplement of CHF 400 per month for full-time occupancy. The infant supplement applies until the end of the month in which the child reaches 18 months of age.

3.5 Additional childcare during school vacations

An increase in occupancy during the school vacations is possible for kindergarten and school children in consultation with the daycare center management. The desired extension of care (additional occupancy units and number of vacation weeks) can be decided upon enrollment at the daycare center or at a later time. These extensions are credited as a percentage of the basic occupancy. Additional childcare during school vacations is therefore guaranteed.

Short-term additional care during school vacations is generally possible if there is free capacity. However, there is no entitlement to vacation care and the decision rests with the daycare management. Billing for such care is done through additional hours (see 3.6).

3.6 Additional hours

If parents wish to book additional hours outside the agreed childcare times, they will be invoiced for an extra CHF 15.00 per hour or part hour on a monthly basis. This applies only to one-off or short-term situations where additional hours are requested.

If such a situation arises long term or on a regular basis, this must be formalized in an increase of the agreed childcare times.

3.7 Childcare outside of normal opening hours

If a child requires care outside of the regular opening hours, this additional care will be charged at CHF 35.00 for each commenced half-hour. This rate applies per child.

4. Pedagogy and care

4.1 Basic attitude

Working closely with parents, we support and encourage the emotional, cognitive, social and cultural development of the children in our care. Our professionalism is demonstrated by how we work with the competencies and resources of the children and provide continuity in their care. We maintain an attitude of openness and flexibility in response to the challenges of social change.

Working from a humanitarian, non-partisan, non-denominational basis that does not subscribe to any particular world view, we recognize and respect social, cultural and religious diversity. This attitude influences our day-to-day work and helps us to create an atmosphere of respect and tolerance and explicitly nurture a sense of valuing each other. We respect the individuality of the children, encouraging their strengths, accepting their weaknesses and supporting them on their path to social competence and self-responsibility. This philosophy enables us to promote equality of opportunity, prevention and integration.

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

4.2 Acclimation period

The acclimatization of the child begins on the day of admission and usually lasts at least two weeks. The specific process is discussed and planned individually between the daycare management and the parents. This transition from the family to the daycare center should be accompanied and organized by the primary caregivers under the guidance of specialists. This ensures that the child, especially the toddler, can get used to the new situation and integrate into the group. The settling-in process at familea is based on the Berlin Model, which describes five consecutive stages that support the acclimatization to the daycare center with parental support (see pedagogical concept for daycare).

4.3 Vacation

Individual vacation must be notified to the daycare management in good time, ideally four weeks in advance. The monthly fee remains payable even if the child is absent due to vacation.

4.4 Sickness/accident

In the case of certain illnesses or accidents, it is not permitted to bring the child to the daycare center. Each individual case must be discussed beforehand with the daycare center manager. The monthly fee remains payable even if the child is absent due to sickness or accident.

If a child falls ill or has an accident at the daycare center, 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 daycare 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 daycare center. However, the daycare management may request that parents pick up their child if they can no longer stay at the daycare center 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 of the daycare center. The decision regarding whether the child can be cared for lies exclusively with the daycare center management. familea accepts no liability for any delay in the healing process or for consequential damage.

5. 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 daycare center.

familea accepts no liability for clothes, toys, jewellery or other objects belonging to the child or his/her family.

6. 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).

7. 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 familea.

8. Contractual basis

Parents conclude a childcare contract with familea. These general terms and conditions are an integral part of the childcare contract.

The daycare management decides on admission to the daycare center and determines the exact scope of care together with the parents. The agreed care times are binding.

8.1 Starting at the daycare center

Admission is possible on the 1st or 15th of each month.

The child can only start at the daycare center if the childcare agreement has been signed and returned.

After admission, an acclimation period takes place (see also point 4.2). The monthly fee specified in the childcare contract applies from the day of admission, including during the acclimation period.

8.2 Changes to the contract

Reductions in the childcare percentage is only possible at the beginning of a month. Notification must be made in writing or by email to the daycare center manager with 60 days' notice to the end of each month.

An increase in attendance is possible at any time from the beginning of a month, in consultation with the daycare center manager and subject to availability. If an increase in attendance starts in the middle of a month, it will be invoiced based on extra hours (see point 3.6).

8.3 Invoicing

The parental contribution is invoiced monthly and is due in advance on the first day of the month

8.4 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 familiae.

8.5 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.

8.6 Annual statement

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

9. Termination of the agreement

9.1 Ordinary termination

The childcare contract can be terminated by either party. The notice period for termination is 60 days, at the end of each month.

9.2 Extraordinary termination

familiae 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.

9.3 Termination before the start of the daycare place

The notice period of 2 months applies from the signing of the childcare contract even if the child has not yet joined the daycare center.

In case of a cancellation between 59 days until latest 30 days before the agreed entry date, 50% of the agreed parental contribution will be charged.

In case of a cancellation between 29 days until the agreed upon entry date, 75% of the agreed parental contribution will be charged.

10. 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 daycare center 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 familiea daycare center Kita ETTINGEN apply as of October 1st, 2025, and replace all previously applicable General Terms and Conditions.

Basel, September 2025
familiea
Management