

# Glatt

## Müsliburg Rules and Regulations

### General

#### Target Audience

Müsliburg is a service provided by the Glatt Shopping Centre and is exclusively reserved for Glatt customers.

#### Opening Hours

From Monday to Saturday we accept children from 09:00 to 18:00, we close every day at 18:45. Children must be picked up by 18:45 at the latest. Repeated unpunctual collection can lead to the following consequences, depending on the case and discretion of the Müsliburg team:

- Acceptance is no longer possible after 14:00 in the case of several late pick ups after 18:45
- Temporary Müsliburg ban for various time periods.
- General Müsliburg ban

**The opening hours may change at any given time, in particular, due to special opening hours on public holidays. The currently binding openings hours can be found at Müsliburg or on our website: [www.glatt.ch](http://www.glatt.ch).**

#### Childcare costs and duration of stay

Costs per child per hour

1 hour	Fr.	4.50
2 hours	Fr.	8.00
3 hours	Fr.	14.00
4 hours	Fr.	24.00

Visiting Müsliburg is limited to a maximum of 4 hours. Partial hours are charged in full.

**Prices may change at any time. The current binding prices can be found at Müsliburg or on our website [www.glatt.ch](http://www.glatt.ch)**

#### Reachability

If incidents occur, the responsible person will be contacted by the Müsliburg team on their mobile phone.

#### Personal Items

Toys, pacifiers etc, must not be taken into Müsliburg as they may be lost or taken away by other children and the Müsliburg staff does not have the capacity to look for these objects.

#### Lockers

The children's personal belongings must be deposited in the yellow lockers in the foyer of Müsliburg. These are exclusively reserved for Müsliburg customers. The deposit for the lockers is Fr. 2:00. Due to lack of space, we cannot store larger items that do not fit into the lockers in Müsliburg.

At the main entrance lockers for Glatt customers are available for Fr 1:00 with a maximum 6 hour rental.

#### Liability

No liability can be assumed for objects deposited in the Müsliburg foyer. Furthermore, liability is excluded to the extent permitted by law. The exclusion of liability applies contractually and non-contractually and in particular in the following cases (non-final enumeration)

1. Liability due to slight negligence and coincidence
2. Liability for indirect or consequential damages
3. Liability for auxiliary persons

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## **Parking place**

Prams/strollers may only be parked in the designated area in the Müsliburg foyer.

## **Dogs**

Dogs do not have access to the Müsliburg premises.

## **Food and drink**

Food, drinks and chewing gum must not be taken into Müsliburg by children. However, the children can drink water in Müsliburg at any time. Picnicking in the Müsliburg foyer is not allowed.

## **Waste/rubbish**

In principle, waste must not be deposited in the Müsliburg foyer, but rather disposed of in the waste/rubbish containers provided for this purpose outside Müsliburg.

## **Lost property**

Found objects are stored in Müsliburg for 2 months.

## **When a mishap occurs**

In general, the Müsliburg staff does not change diapers, but contacts the person responsible via mobile phone and asks them to come and change the diapers. For children with or without diapers, however, who have wet or dirty clothes due to a mishap we put on a fresh diaper or new underpants and clean clothes as needed. We inform the responsible person via mobile phone about the mishap and ask them to either bring clean clothes or bring the provided clothes back to us the next time they visit Müsliburg. Underpants cannot be taken back for hygienic reasons. We charge Fr 1:00 per diaper and Fr 3.50 per pair of underpants.

## **Rule violations**

In the event of a violation of the rules, the Müsliburg staff may at any time impose restrictions or bans on Müsliburg. Depending on the case and discretion of the staff they may look like this:

- time limitation of the supervised care
- temporary Müsliburg ban set at various time periods
- General Müsliburg ban

# Check-in

## **Acceptance conditions**

### **General**

Müsliburg customers must be reachable at all times via their mobile phone and may not leave the Glatt Shopping Centre while their child is in Müsliburg care. Müsliburg is basically only for children from their 3rd birthday upwards and to and including 8 years of age.

### **Health**

Children with a temperature, flu symptoms or other infectious illnesses cannot be accepted.

### **Identification requirements**

Both new and already registered customers must show a personal official ID with photo (the responsible person) as well as the health insurance card, ID or passport of the child when they first visit. In addition to copies of IDs, recognizable ID photos on a smartphone are also accepted.

The personal identification as well as that of the child of already registered customers can alternatively also be carried out via facial recognition. The person who hands over the child receives a pick-up card for the child they bring which must be shown on collection. If you leave your child but have someone else fetch him/her, you must notify this at the time of check-in and provide all the necessary information about the person who is picking up the child.

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## **New customers**

New customers must be able to provide the following details when registering their child:

### **1. Details of child**

First name, family name, street no, zip code, town or city, nationality, languages, allergies and disabilities.

### **2. Details of hand-over and pick-up:**

First name, family name, street no, zip code, city/town, nationality, languages, mobile number, relationship to the child and any restrictions that could cause difficulties in communication, handing over or picking up the children, etc.

## **Check-out**

Every person collecting children must have already been registered and named as the person to be picking up at the check-in. Each time they are checked out, they must be identified at the check-out either by means of a personal official ID with a picture or, alternatively, by means of facial recognition. In addition, the pick-up card must be presented. After payment, the customer goes to Müsliburg, where he receives the child personally, after showing the receipt.

## **Security**

**The security of your children and the protection of your personal data are important to us.**

### **Stay**

The stay in the entire Müsliburg is only permitted to persons who are in a verifiable connection with the handing over of the children.

### **Video surveillance**

For security reasons, the Müsliburg foyer is under video surveillance.

### **Photographing and filming**

Photographing and filming is forbidden in the whole Müsliburg.

### **Safety certificate**

The Müsliburg is inspected and certified once a year for its safety by an independent security institute.

### **Fire**

The Müsliburg team knows how to react in case of fire.

### **First aid**

The Müsliburg team is in a position to provide first aid and has the additional possibility of calling on the house internal paramedics.

### **Evacuation**

The Müsliburg team is trained to evacuate Müsliburg in case of danger. When an evacuation is initiated, the Müsliburg main entrance is closed first. Plans are hung up both at Müsliburg's main entrance and at the counter in the foyer showing you exactly where the children will be handed over to you after identification of your person. Outside Müsliburg, please follow the instructions which are given over the loudspeakers in the Glatt Shopping Centre. If you are already in the Müsliburg foyer please leave it via the marked emergency exit.

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## **Safety when playing**

The children are supervised and cared for in their free play by the trained Müsliburg team. Whenever possible, children leave their glasses outside, but if the child's eyesight does not allow this, the child can come into Müsliburg with his/her glasses, but must deposit them with us at the counter if he/she is going to jump on the bouncy castle. Jewellery, especially necklaces, should be removed and left outside before entering Müsliburg.

## **Data Security**

### **Use of information and no passing on of information**

Personal data will neither be sold, nor passed to a third party nor used for advertising purposes. Personal data will be used exclusively to guarantee the safety of the children as well as for internal statistical purposes to optimise the Müsliburg service. The personal data will be processed in good faith by the sensitised Müsliburg staff.

### **Storage and protection of your data**

Personal data can only be accessed by the authorised Müsliburg team and support staff, all of whom are bound by the Federal Data Protection Act – in particular for the storage of personal data. Personal data is stored in a data base on a protected server. Access to this server system is only possible for the LiBAG support staff, who have signed a confidentiality agreement and who have to access the Müsliburg system as instructed by us. The accesses and processes are regularly checked internally by the IT department. In addition, the technical perimeter and system protection is activated, which must also be checked regularly. In this way, compliance with the data protection guidelines is guaranteed on both a technical and organisational level.

## **Changes and Additions Data**

We expressly reserve the right to make any changes or additions with immediate application, to the rules and regulations.