

Terms & Conditions

Childcare service Müsliburg

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1. General

The use of the childcare service is exclusively reserved for visitors and employees of the Glatt Shopping Center. While their children are at the childcare service, accompanying persons must always remain on the premises of the shopping center. They must also be reachable by phone for the entire duration of their child's stay. In case of emergency, they will be contacted via mobile phone or the public address system. The accompanying person must report to the childcare service within 15 minutes upon being contacted.

Children may be admitted to the childcare service from their 3rd birthday until the completion of their 8th year.

Children who are ill or have had a contagious disease within the past seven days are not permitted to visit the childcare service. Accompanying persons are required to inform the childcare's service staff of any allergies or medical conditions affecting their child and must ensure that such information is accurately recorded in the system.

Children with disabilities may be admitted on a case-by-case basis, provided that one-on-one supervision is not required. However, the staff at the childcare service does not have specialized training, and the premises are not equipped for children with special needs.

There is no entitlement to a place in the childcare service. The staff reserves the right to refuse admission without stating a reason.

2. Opening hours

Monday - Friday	10.00 am - 6.45 pm
Saturday	09.00 am - 06.45 pm

No children will be admitted within 45 minutes prior to closing.

Opening hours are subject to change at any time, particularly in connection with special holiday schedules. The current opening hours can be found on www.glatt.ch.

3. Fees and Duration of Stay

The childcare fee is charged per child. After the first hour, billing is in 30-minute increments. The standard fees are as follows:

- First hour CHF 7.00
- Each additional 1/2 hour CHF 3.50

The maximum childcare duration is 4 hours.

If children are picked up after the maximum stay duration or after closing time, an additional late fee of CHF 25.00 per child will be charged in addition to the regular childcare fee.

Repeated late pickups may result in sanctions imposed by the childcare's service staff.

4. Registration, Admission, Drop-off, and Pick-up

4.1. Registration

Registration in the system is mandatory. Without registration via mobile device, check-in cannot take place at the reception desk.

For a first-time visit, an account must be created independently in the system, and all relevant information must be entered truthfully. The accompanying person is obliged to

inform the Children's Childcare service about any allergies, medical conditions and illnesses of the child. Existing profiles of accompanying persons and children can be updated independently at each login, and new accompanying persons and children can be added.

4.2. Admission for Childcare

Pre-registration via a mobile device is mandatory. Without registration, check-in at the reception desk is not possible.

If a child is picked up by a different accompanying person than the one who dropped them off, the collecting person must be selected in the system during the admission process.

4.3. Check-in

Upon drop-off, each child will receive a label indicating their name, the telephone number of their accompanying person, and any known allergies.

The accompanying person will receive a collection receipt, which includes the booking number, check-in time, the latest possible pick-up time, and the child's name.

4.4. Check-out:

Children must be picked up no later than at the end of the maximum 4-hour stay or by closing time.

The collection receipt and an official form of identification must be presented at check-out.

5. House rules

Dogs are not allowed at the childcare service Müsliburg premises.

Strollers, kickboards, etc. may only be parked in the designated space in the childcare's service vestibule.

Waste must not be left in the entrance area but must be disposed of in the designated bins outside the childcare service.

The childcare service Müsliburg may not be entered with shoes. Cloakrooms are available at the entrance for clothing and footwear. Any liability is declined. In the event of loss of keys, a contribution towards expenses of CHF 25.00 will be charged.

Bringing personal toys into the childcare service is not allowed. All toys provided in the childcare service remain the property of the facility and may not be taken home.

No food or beverages (including chewing gum, candies, etc.) may be brought into or consumed at the childcare service. Drinking water is always available for the children.

Lost and found items will be kept at the childcare service for 4 Weeks. After this period, the lost and found items will be disposed of.

Childcare service staff members are authorized to assist children with restroom visits or minor accidents as needed.

The staff does not change diapers. In such cases, the accompanying person will be contacted and requested to change the diaper. However, if a child—whether wearing a diaper or not—soils their clothing due to an accident, the staff will provide a fresh diaper or clean underwear and clothing as necessary. The accompanying person will be informed and asked to bring replacement clothing when picking up the child or to return the borrowed clothing on the next visit. A fee of CHF 2.00 per diaper and CHF 5.00 per pair of underwear will be charged.

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Instructions given by the childcare service staff must be always followed.

Failure to comply with instructions or house rules may result in sanctions imposed by the staff.

6. Liability and Disclaimer

The Müsliburg childcare service is a generally supervised and supervised facility.

The staff at the childcare service are not trained educators. Individual, one-on-one supervision is not available.

All children must adhere to the rules and follow the instructions of the childcare service staff. Children who fail to comply, endanger themselves or others, or intentionally damage property or harm others will be required to leave immediately. A warning will be issued for the next visit. In the case of repeat offenses, the child will be banned from the childcare service for one year.

The childcare service assumes no liability for property damage or personal injury. The use of all play equipment (e.g., bouncy castles) is at the child's own risk.

Liability, health, and accident insurance are the responsibility of the legal guardians. The legal guardians are also liable for any bodily injury, property damage, or financial losses caused by their child.

The childcare service staff must be informed of any allergies or general medical conditions affecting the child. All personal data provided must be accurate. Providing false information may result in liability claims.

7. Safety

Children are supervised by the childcare staff during their stay.

Access to the childcare service and its entrance hall is restricted to the children, the staff, and the designated accompanying person responsible for drop-off and pick-up.

Photography and filming are prohibited in the entire childcare service.

For security reasons, the entrance area of the childcare service is under video surveillance.

The staff of the childcare service is trained for any necessary evacuation. The child is cared for at the collection point until it is picked up. In the event of an incident, the corresponding plans will be laid out at the childcare service, with the specific information on where the children can be picked up.

In emergencies, the team of the childcare service provides first aid. Furthermore, medical help can be called in at any time.

8. Privacy

Our privacy policy is available at the following link: www.livit.ch/privacy

9. Final provisions

Should individual clauses of these General Terms and Conditions be/become invalid or are wholly or partially unenforceable, or should a gap arise, the validity of the other clauses shall not be affected.