

KiBiZ Kinderbetreuung Zug

Fee Regulations in KiBiZ Kitas



Valid as of 1.1.2026

The current regulations may vary, and the latest German version prevails in case of conflict. This translation is only to be considered as an orientation; it will not be revised.

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1 General Regulations

1.1 Purpose

KiBiZ offers day-care places for all parents/legal guardians regardless of their place of residence. The fee regulation covers both fees and general terms and conditions for all KiBiZ Kinderbetreuung Zug day-care centers and is valid for all day-care places. The fee regulations are an integral part of the care contract.

1.2 Care Agreement

KiBiZ Kinderbetreuung Zug concludes a Care Contract with the parents/legal guardians. The contract specifies the following:

- Fee category (Baby or standard fee)
- Scope of care and days
- Monthly fee
- Payment due date and invoicing
- Deadlines for applications, cancellation, and changes

1.3 Charges

1.3.1 Care Agreement as Basis

The monthly flat fee, as specified in the care contract is payable, regardless as to whether the child is present (examples for absence are illness, accident, quarantine, holidays, KiBiZ closure, public holidays).

1.3.2 Monthly Flat Fee

- KiBiZ Kinderbetreuung Zug charges the legal guardians a monthly flat rate which corresponds to the contractually agreed care workload.
- The monthly flat rate at 100% is based on 5 days of care per week and an imputed 20 days per month. For the calculation of the monthly parental contribution, the contractually agreed care volume is decisive. One day of care per week corresponds to a care quota of 20%.
- The monthly fee is fixed and remains the same every month, no matter how many (working/care) days the respective month has and no matter if the day-care center remains closed due to company holidays or closes earlier for internal training purposes.
- The monthly fee includes costs for care, meals, administration as well as reductions (annual holiday and public holidays). Costs for personal needs (e. g. diapers, sunscreen etc.) are not included.
- Care days may neither be switched nor caught up in advance or in retrospect in case of e. g. public holidays. There are no «joker» days.

1.3.3 Minimum Scope of Care

The minimum scope care at KiBiZ day-care centers is available on the fee sheet.

1.3.4 Supplementary Care

Individual supplementary days are possible upon request to the day-care center and subject to availability. Once the additional care is agreed, it will be charged, regardless of whether the child is actually cared for.

1.3.5 Additional Charges

Additional charges for initial administration or for additional entry badges are due. These can be found on the fee sheet.

1.3.6 Reduced fees on account of (planned) long absence

- If a child is absent for four or more weeks (not due to illness), KiBiZ may, upon parental request, reduce the monthly fee by up to 10%.
- Requests for a fee reduction must be submitted in writing to the office at least two weeks before the start of the absence; otherwise, no reduction will be granted.
- The absence of four or more weeks must occur consecutively and cannot be split into separate periods.
- Company holidays cannot be counted towards these four or more weeks.

- The credit is generally applied to the next monthly invoice after the absence has ended.

1.3.7 Reduction for Extended Absence Due to Illness/Accident

- If a child is absent for four or more weeks due to illness or an accident, KiBiZ Childcare Zug may, upon parental request, reduce the monthly fee proportionally by up to 10%.
- The request for a fee reduction must be submitted in writing to the office no later than one week after the end of the absence. A medical certificate covering the entire period of absence must be attached. Otherwise, no reduction will be granted.
- The absence of four or more weeks must occur consecutively and cannot be divided into separate periods.
- Company holidays cannot be counted towards these four or more weeks.
- The credit is generally applied to the next monthly invoice after the absence has ended.

1.4 Fees

The following type of fees are applicable:

1.4.1 Baby fee

The baby fee is valid for children from 3 until 18 months of age.

1.4.2 Standard fee

The general fee is valid for children from 18 months of age. The baby fee changes to the general fee on the first of the month after the child has reached 18 months of age.

1.4.3 Transition from Baby Fee to Standard Fee

The transition from the baby fee to the standard fee takes effect on the 1st of the month following the month in which the child turns 18 months old. The exact date of birth within the calendar month is not relevant.

1.4.4 Initial and Administrative Charge

KiBiZ Kinderbetreuung Zug charges a one-off non-refundable initial and administrative charge per child. The usage fee for two entry badges for the center is included in this sum. Please refer to the fee sheet for further information.

These charges are due with the first bill and are also due in case of cancellation before the care starts. These costs are also incurred when transferring from one day-care center to another.

1.4.5 Access badges

Upon enrollment, parents are provided with two access badges for use. The cost for a replacement badge or an additional badge is specified on the fee sheet. These are non-refundable usage costs.

1.4.6 Supplementary Care

Given advance warning, parents may, if required and if the situation in the center allows for it, arrange for supplementary care with the day-care center manager. The supplementary care will be billed in addition to the monthly flat fee. The charges for supplementary care may be found on the fee sheet.

1.4.7 Fee Sheet

The current fees are published on a separate fee sheet. At all times, the version of the fee sheet published on the web page is valid.

1.4.8 Changes

Fee changes or adjustments to the fee regulations will be communicated in a timely manner via e-mail, giving parents sufficient time to terminate the care agreement in writing by the end of the current fee's validity, in compliance with the notice period mentioned in section 2.9. If KiBiZ does not receive a termination notice, this will be considered as consent to the fee adjustment and/or changes to the fee regulations. A fee reduction, however, may occur at any time and will also be communicated via e-mail. Standard termination of the agreement remains possible at any time.

1.5 Disclaimer

KiBiZ Kinderbetreuung Zug is not liable for personal belongings of the child or their parents, such as toys, clothing, shoes, jewellery, money, scooters, bicycles, pushchairs and accessories.

2 Regulations regarding Billing

2.1 Monthly Flat Fee

KiBiZ Kinderbetreuung Zug invoices parents/legal guardians directly for the day-care costs monthly.

The initial and administration charges are payable with the first monthly invoice.

2.2 Supplementary Care

Any supplementary care to the contractual agreement will be billed separately.

2.3 Due Date

Fees are to be paid in advance and are **due at the latest by the first of the month in which care is provided**.

The initial and administrative charge is due with the first monthly fee.

Any charge for supplementary care is due by the first of the month after the respective billing.

2.4 Billing

The parents receive the billing by e-mail. If specifically requested by the parents, KiBiZ may send the bill by standard mail and charge expenses of CHF 5 for each postage.

2.5 Methods of Payment and Standing Order

The bill shall be settled by using the respective payment slip. KiBiZ recommends setting up a **standing order** for the payment of childcare costs by using the payment slip from the last invoice. The value date should be the 1st of the month, «later» in the case of public holidays/weekends.

KiBiZ Kinderbetreuung Zug reserves the right to bill parents/legal guardians for expenses that may incur on account of the payment being made in a different manner (in particular, bill payment at the post office).

2.6 Contract Cancellation due to Non-payment of Fees

Should the invoice remain outstanding on the first day of the month of care, KiBiZ Kinderbetreuung Zug may cancel the contract by respecting the mutual notice period. Any fees as specified in the Care Agreement are owed until the end of the notice period. Alternatively, or in addition, KiBiZ Kinderbetreuung Zug may pursue the open payments, whereby the debtor shall bear the operating expenses and interest.

2.7 Reminder Fees

KiBiZ Kinderbetreuung Zug may charge reminder fees.

2.8 Handling Force Majeure

2.8.1 Absence Within the Parents' Risk Area

If a child cannot attend the daycare and the reason for the absence lies within the parents' risk area (e.g., inability caused by external or personal fault, as well as overriding reasons such as vacation delays due to strikes, natural disasters, flight delays, illness/accident of the child or within the family, child's quarantine, power outages, etc.), the responsibility for the absence lies with the parents. The childcare fees will still be charged as per the care agreement, and the parental contribution must be paid by the due date. In such cases, parents are referred to the provisions regarding extended absences.

2.8.2 Events Within the Day-Care's Risk Area

If the daycare is unable to provide the agreed care days due to force majeure (extraordinary, unforeseeable, and insurmountable external events such as epidemics/pandemics, natural disasters, threats to public safety, etc.) and/or reasons beyond its control (e.g., involuntary official closure due to hazardous building defects such as asbestos, power outages, or involuntary

closure ordered by the cantonal physician due to epidemics/pandemics despite compliance with protective measures), the obligations under the care agreement cease to apply (Art. 119 of the Swiss Code of Obligations).

Force majeure does not exempt parents from their payment obligations. However, the fee will be reduced by the cost of meals (Art. 264 para. 3 lit. a of the Swiss Code of Obligations).

2.9 Contract Notice Period

2.9.1 General notice period

The mutual notice period is generally two months. Termination is possible at the end of any month. The termination must be submitted in writing or electronically via e-mail and must arrive at the KiBiZ office no later than the last working day of the month. The two-month notice period also applies in the following cases:

- Non-commencement of care. The notice period begins upon signing the contract.
- Transition to another KiBiZ care option (another KiBiZ day-care centre or KiBiZ childminder).
- Individual care days cannot be unilaterally terminated. The entire care agreement must be terminated; the new, adjusted care days will be defined in a new care agreement with the day-care management (possible in advance) and signed by both parties.

2.9.2 Notice period for agreed supplementary care days

Once booked, supplementary care days can be cancelled free of charge up to 30 days before the agreed care date. After that, the additional childcare will be charged, regardless of whether the child is present or not.

If supplementary childcare has been agreed at short notice (= within the next 30 days), it cannot be cancelled or terminated; it remains chargeable regardless of whether the child is present. A transfer to other parents/children is not permitted.

2.10 Extraordinary Contract Termination by KiBiZ

In exceptional circumstances KiBiZ may cancel the care contract with immediate effect. Exceptional circumstances include disturbance and/or impossibility of running the day-care center's regular operations. Should the contract be cancelled on account of extraordinary reasons, the parent/guardian has no claim for either compensation or damages. The monthly fee remains due until the end of the current month. Decisions regarding extraordinary contract termination are made by senior management.

2.11 Data Protection

KiBiZ Kinderbetreuung Zug complies with the provisions of the data protection regulations and treats all information provided by parents/legal guardians with confidence.

3 Validity

These fee regulations for all day-care provision are valid as from 1st January, 2026. They form part of the care contract between parents/legal guardians and KiBiZ Kinderbetreuung Zug.

Zug, in October 2025

KiBiZ Kinderbetreuung Zug