

KiBiZ Kinderbetreuung Zug

# Fee Regulations for KiBiZ Daycare Centres



Valid from 1 August 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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Sample

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# 1 General Terms and Conditions

## 1.1 Purpose

KiBiZ Kinderbetreuung Zug (KiBiZ for short) offers childcare places that are accessible to all parents regardless of place of residence. These fee regulations govern the costs and general terms and conditions in KiBiZ daycare centres and apply to all childcare places. They form an integral part of the childcare agreement.

## 1.2 Childcare Agreement

KiBiZ enters into a childcare agreement with the legal guardians.

The following is specified in the agreement:

- Fee category (baby fee, standard fee)
- Childcare workload and childcare days
- Monthly flat fee
- Due date, invoicing
- Notification, termination and change notice periods

## 1.3 Costs

### 1.3.1 Childcare agreement as the basis

The monthly flat fee is owed for the childcare service agreed in the childcare agreement, regardless of whether the child is actually present (e.g., in the event of illness, accident, quarantine, holidays, company holidays, public holidays).

### 1.3.2 Monthly flat fee

- KiBiZ charges the legal guardians a monthly flat fee corresponding to the contractually agreed childcare workload.
- The monthly flat fee at 100% is based on childcare for 5 days per week and a notional 20 days per month. The contractually agreed scope of childcare is decisive for calculating the monthly parental contribution. One childcare day per week corresponds to a childcare workload of 20%.
- The monthly flat fee is fixed and the same every month, regardless of how many (working/childcare) days the month has, how many public holidays occur in the respective month, whether the daycare centre remains closed due to company holidays, or closes early for internal training.
- The monthly flat fee includes all costs for childcare, meals, administration and any cost reductions (company holidays, public holidays, etc.). Not included are costs for personal items (e.g., diapers, sunscreen).
- Childcare days cannot be swapped, nor can they be made up or brought forward, e.g., due to public holidays. There are no "joker days".

### 1.3.3 Minimum childcare

The minimum childcare (minimum workload) in KiBiZ daycare centres is shown on the fee sheet.

### 1.3.4 Additional costs

Additional costs apply, e.g., admission and administration fees or costs for additional access badges. These are shown on the fee sheet.

### 1.3.5 Reduction for long (planned) absences

- In the case of four or more weeks of absence of the child (not due to illness/accident), KiBiZ may, upon request by the parents, reduce the monthly flat fee on a pro-rata basis by up to 10%.
- The request for a cost reduction must be submitted in writing (by email or via the absence notification in the parent app) to the administrative 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 be continuous and cannot be split.
- Company holidays cannot be counted towards these four or more weeks.
- The credit is generally applied to the next monthly invoice after the end of the absence.

### **1.3.6 Reduction for long absences due to illness/accident**

- In the case of four or more weeks of absence of the child due to illness/accident, KiBiZ may, upon request by the parents, reduce the monthly flat fee on a pro-rata basis by up to 10%.
- The request for a cost reduction must be submitted in writing (by email or via the absence notification in the parent app) to the administrative office no later than one week after the end of the absence. A medical certificate covering the entire duration of the absence must be sent to the administrative office by email; otherwise no reduction will be granted.
- The absence of four or more weeks must be continuous and cannot be split.
- Company holidays cannot be counted towards these four or more weeks.
- The credit is generally applied to the next monthly invoice after the end of the absence.

## **1.4 Fees & additional costs**

### **1.4.1 Fee sheet**

All current fees are shown on the separate fee sheet. The version of the fee sheet published on the website always applies.

### **1.4.2 Baby fee**

The baby fee applies to childcare for children from 3 months up to 18 months (full calendar month in which the child turns 18 months old).

### **1.4.3 Standard fee**

The standard fee applies to childcare for children from the first full calendar month in which the child is 18 months old.

### **1.4.4 Change from baby fee to standard fee**

The change from the baby fee to the standard fee takes place on the 1st of the month following the month in which the child turned 18 months old. It does not matter on which calendar day the child was born.

### **1.4.5 Admission and administration fees**

In the month of admission, KiBiZ charges non-refundable admission and administration fees per child. Admission and administration fees are also charged in the case of re-admission or a change of daycare centre. These costs are also owed if notice of termination is not given in due time before the start of childcare.

### **1.4.6 Access badges**

Upon admission, parents are issued two access badges for use. The costs for a replacement badge or an additional badge are set out on the fee sheet. These are non-refundable usage costs.

### **1.4.7 Additional childcare**

If the operational situation allows, parents may request additional days. The daycare centre management/responsible person confirms the additional childcare electronically or records it directly in the administration software in the parents' presence. Additional childcare is invoiced separately from the monthly flat fee, even if the child is absent. Special notice periods apply (see 2.9.2.).

### **1.4.8 Changes**

Fee changes or changes to these fee regulations are communicated in good time by email so that parents have time to terminate the childcare agreement in writing at the end of the validity of the current fee, observing the notice period stated under item 2.9. If KiBiZ receives no notice of termination, this is deemed to be consent to the fee adjustment and/or change to the fee regulations. A reduction of fees, however, can take place at any time and will also be communicated by email. Ordinary termination remains possible at any time.

## **1.5 Disclaimer of liability**

KiBiZ assumes no liability for personal belongings of the child or the child's parents, such as toys brought along, clothes, shoes, jewellery, money, scooter, (balance) bike, pram and accessories.

## **2 Invoicing Provisions**

### **2.1 Monthly flat fee**

KiBiZ invoices the monthly childcare costs due from the parents. The admission and administration fees are due with the first monthly invoice.

### **2.2 Due date**

The monthly flat fee must be paid in advance and is due no later than the 1st of the childcare month. The admission and administration fees are due with the first monthly invoice. Costs for additional childcare are due on the 1st of the following month with invoicing.

### **2.3 Invoicing**

The invoice is sent to parents by email. Upon request, the invoice can be sent by post. KiBiZ reserves the right to charge CHF 5 per mailing for postal delivery.

### **2.4 Payment methods and standing order**

Payment of the invoice is to be made using the respective payment slip. KiBiZ recommends that parents set up a standing order using the payment slip from the last invoice; the value date should be set to the 1st of the month, and in the case of public holidays/weekends "later" should be selected. KiBiZ reserves the right to invoice parents for any fees incurred as a result of other transfer methods (in particular payments at the post office counter).

### **2.5 Termination in case of payment arrears**

If the invoice is not paid in time by the 1st of the childcare month, KiBiZ may terminate the childcare agreement, observing the mutual notice period. In any case, the costs under the childcare agreement remain due until the expiry of the notice period. Alternatively or additionally, KiBiZ may initiate debt collection proceedings, whereby collection fees and interest are borne by the debtor.

### **2.6 Reminder fees**

In the event of late payment, reminder fees of CHF 20.00 may be charged.

### **2.7 Handling of force majeure**

#### **2.7.1 Absence within the parents' risk sphere**

If a child cannot attend the daycare centre and the reason for non-attendance lies within the parents' sphere of risk (prevention caused by third-party or own fault as well as overriding reasons, e.g., holidays or holiday delays due to strikes, natural disasters, flight delays, etc., illness/accident of the child or within the family, quarantine of the child, power outage, etc.), then the non-attendance must be borne by the parents. The childcare costs are invoiced in accordance with the childcare agreement and the parental contribution must still be paid in accordance with the due date. Parents are referred here to the provisions on long absences.

#### **2.7.2 Events within the daycare centre's risk sphere**

If the daycare centre is due to force majeure (an extraordinary, unforeseeable and insurmountable external event such as an epidemic/pandemic, natural disasters, threats to social security, etc.), and/or for reasons beyond its control (e.g., an official closure not attributable to KiBiZ due to health-endangering building defects such as asbestos, power outage, an official cantonal medical order due to an epidemic/pandemic despite compliance with protective measures) not able to provide the agreed childcare days, the obligations under the childcare agreement cease to apply (Art. 119 OR). Force majeure does not release parents from their obligation to pay contributions. However, the contribution is reduced by the meal costs (Art. 264 para. 3 lit. a OR).

## **2.8 Notice period**

### **2.8.1 General notice period**

The mutual notice period is generally two months. Termination is possible at the end of any month. Notice of termination must be given in writing or electronically (by email or in the parent app) and must reach the KiBiZ administrative office no later than 16:00 on the last working day of the month. The two-month notice period also applies in the following cases:

- In case of non-commencement. The notice period applies from the signing of the agreement.
- Transfer to another KiBiZ childcare service (another KiBiZ daycare centre or KiBiZ day family).
- Individual childcare days cannot be terminated unilaterally. The entire childcare agreement is terminated; the new, amended childcare days are set out in a new childcare agreement with the daycare centre management (possible in advance) and signed by both parties.

### **2.8.2 Notice period for agreed additional childcare**

- Booked additional childcare can be cancelled/terminated free of charge up to 30 days before the agreed childcare date. After that, the additional childcare will be invoiced regardless of whether the child is present.
- If additional 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. Transfer to other parents/children is excluded.

## **2.9 Termination by KiBiZ for important reasons**

For important reasons, the childcare agreement may be terminated with immediate effect. Important reasons include, in particular, disruption of or the impossibility of orderly operations in the daycare centre. In the event of immediate termination for important reasons, no claims for damages or liability may be asserted. The monthly flat fee remains due until the end of the current month. The KiBiZ management decides on termination of the agreement for important reasons.

## **2.10 Data protection**

KiBiZ complies with data protection requirements and treats all information provided by parents confidentially.

## **3 Validity**

These fee regulations are valid for all childcare arrangements from 1 August 2026. They form part of the childcare agreement between the parents and KiBiZ Kinderbetreuung Zug.

**Zug, May 2026**

**KiBiZ Kinderbetreuung Zug**