



# General, contractual Terms and Conditions of Little Green House

*This is a summary of the general, contractual terms and conditions of the Little Green House.*

## **Opening Hours**

Little Green House is open from Monday to Friday.

- Full day from 7:00 AM to 6:30 PM
- Additional morning care and evening care can be provided by prior arrangements.

Any modification to the hours listed above must be agreed upon with the management and may be possible only following the number of available places.

## **Minimum attendance**

Children can only enrol for full days. A minimum attendance of two (2) full days per week is required.

## **Annual holidays**

- Approximately two (2) weeks during Christmas and New Year, according to the dates communicated.
- Official public holidays of the respective canton.
- Two (2) pedagogical days throughout the year.

## **Monthly Fee**

The monthly fee is calculated based on the daily rate and the number of agreed days per week multiplied by 4.25.

The daily rate depends on the location and the age of the child. The fee is automatically adjusted for the month following when the child reaches the age category.

For detailed information we kindly ask you to consult the "Childcare Fees" per site on our homepage:  
[www.littlegreenhouse.ch](http://www.littlegreenhouse.ch)

## **First monthly fee**

The first monthly fee is due upon the conclusion of the contract.

The contract begins on the first day of the settling-in period.

## **Absences**

The monthly fee remains unchanged and is not affected either by absences (illness or other) or by the annual year-end holidays or official public holidays. These have already been considered when establishing the daily fee structures. Also, days cannot be swapped in case a child misses a day due to illness or vacation.

## **Registration fee**

The Registration fee per child is due upon the conclusion of the contract. Please consult our website for the exact amount - [www.littlegreenhouse.ch](http://www.littlegreenhouse.ch)

## **Sibling discount**

Siblings benefit each from a 7.5% discount on the monthly fees if the siblings attend Little Green House.

The reduction is not applicable for a subsidised places such as places subsidised by the commune or employer.



## **Extra days and hour**

Any early arrivals or late departures outside the regular opening hours will be invoiced in half-hour increments CHF 15.- per 30 minutes. Extra days will be charged based on the daily price and the child's age.

## **Contract amendments**

The first contract change request of the calendar year is free. For all following ones, an administration fee of CHF 100.- will be charged. This may apply for a permanent schedule change, starting date change, etc.

## **Price increase**

Monthly fees and registration fees are subject to change and related to an increase of cost of living and operational costs.

## **Contract details – from registration to contract**

Little Green House will handle the child's registration and book the place only upon receipt of the signed contract, the registration fee, and the first monthly fee.

If those fees are not paid within the deadline of 14 days after sending out the contract, the place's inscription and booking are automatically cancelled.

## **Start of the contract**

As soon as the contract is signed, the legal representative(s) are liable. The contract starts as of the first day of the adaptation, meaning the monthly fee is due from the first day of the contract and, therefore, from the first day of the adaptation period.

## **Cancellation of the contract**

If the contract and, therefore, the settling-in period have not yet begun, the child's legal representatives have 14 days after receiving the counter-signed contract to cancel free of charge. In this case, the fees already paid will be refunded.

After these 14 days, the registration fee and the first monthly payment remain entirely with Little Green House (will not be refunded), even if the child's legal guardians decide that their child should not attend the childcare.

## **Amendment of the contract after and prior to the commencement of the contract**

Any request for reduction of childcare attendance (number of days) should be e-mailed or sent by post by the legal representative(s) to the management at least two (2) calendar months, for the end of the month, before the requested change should occur. The monthly fee will remain unchanged during these two months. The contract amendment will always apply from the 1st of a month.

Example: If you hand in your demand for a reduction of childcare attendance or a cancellation letter, e.g., any day between the 1st and 30th of April– your contract will change on July 1st, or in the case of a cancellation, your contract would end on June 30th.

Any other contract amendment can be effective as soon as there is availability and after the management has agreed to the changes. For those requests, the new tariff will be applied to the whole month.

If any request for reducing childcare attendance prior to the commencement of the contract has not been requested within the two months deadline, the first two monthly fees will be applied as indicated in the contract.

From the second request to the reduction of care attendance, initiated between the registration and the start of the contract, the first two monthly fees will be agreed upon as per the previous attendance reduction request.

## **Postponement of the contract start date**

After the contract conclusion, only one request to postpone the child's actual start date is possible if received by the management at least two (2) calendar months before the child's exact start date as initially indicated by the legal representative(s) in the contract.

If the request is not submitted in time or the second request, two (2) monthly fees will be due by the child's legal representative(s) even if the child does not attend the childcare yet as per the actual start date.

## **Contract termination and cancellation period**

The contract termination must be announced by:

- Posted letter or e-mail to the attention of management by the legal representative(s) of the child.
- By the end of a month, with a two (2) month notice.

The payment will still be due until the end of the contracted period, even if the parents choose that their child no longer attends the childcare.

### **Contract termination by Little Green House**

Little Green House has the right to terminate any contracts. The contract termination by Little Green House must be announced by posted letter or e-mail by one of the child's legal representatives, with a two (2) month notice by the end of a month. In extreme cases, Little Green House is free to terminate the contract at any time without notice.

### **Little Green House data protection**

When you sign up as interested in our services (i.e., childcare and/or other), we may ask you for your name, address, telephone and email as well as your child's name and birth date.

This data is being stored and maintained in third party suppliers and custom relationship managements such as [Nemborn](#), [Hubspot](#) and [Dropbox](#).

When it comes to communications, we use your data to inform you of the development of our services and promotions and special events. If you're not interested anymore, you can unsubscribe at any moment from those communications.

The usage data of our site and the feedback we receive from our visitors help us to develop and improve our site and services. Little Green House does not sell your personal data to a third party. Also, we are working with a well-known cloud solution provider for storing our data. Our staff and third parties to whom we are engaged are required to respect the confidentiality of your data. For more information, please read our data protection policy: <https://www.littlegreenhouse.ch/confidentiality-declaration-privacy-policy/>

### **Images/ videos of our children**

We work with a professional software solution for the education sector. This licensed software partner, and its solution are tested and certified according to ISO/IEC 27001:2005 and thus meet the highest international security standard. The data is stored and processed following the European data protection guidelines (EU-GDPR). One of its products is also the Little Green House App – which we use as a communication tool to support you with reports, pictures, and videos of your child throughout the day. You can manage your child's photo authorization rights in the Little Green House App. By signing the contract, you agree to have your data processed abroad confidentially and appropriately. Little Green House works with software solutions whose data storage servers are outside of Switzerland.

### **Health & Safety**

It is our top priority to protect the health, safety and well-being of our children and staff. Parents are required to follow the Swiss childcare health and safety standards to ensure a healthy childcare environment. Little Green House adheres to best practices regarding hygiene routines and all aspects of safety in the educational environment. When required, the childcare applies public health measures following the Swiss Federal Office of Public Health.

### **Revision and applicable law**

Little Green House reserves the right to change its General Internal Regulations (Financial Terms and Conditions) at any time. The present document supersedes and replaces any previous versions. The childcare fees are reviewed annually and are therefore subject to change. Any legal dispute, controversy or claim relating to these terms and conditions is subject exclusively to Swiss law.