



McTot's English Speaking Play Club AG

Important information for parents

Our terms and conditions of business
valid from 1st January 2018 ©

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Joining McTot's

To join McTot's, all parents must complete the on line application form. You will receive a written confirmation of start date from us, usually via e mail. Please note that completion of the enrolment forms constitutes a legal agreement, so please make sure that you read the following document carefully.

Terms of joining McTot's

- **A one off, non returnable joining fee of CHF 200.- must be paid.**
- **Morning session: CHF 49.- each.**
- **You agree to pay our invoices at the required time, as stated on each invoice**
- **Children start at McTot's on an agreed day of a calendar month.**
- **To withdraw your child from 'McTot's or to reduce the days your child is attending, you must give us 3 months advance notice.**

Bringing your child to playgroup means that they can make friends, build relationships and enjoy the routine and familiarity that playgroup brings. **If you are a regular ex pat traveler, and expect to have regular, significant absences (in addition to regular Summer/Christmas holidays), please note that we cannot offer discounts or special rates to take account of this.**

Please remember that when you are absent, the infrastructure of playgroup needs to be maintained and paid for, so that we are still there when you return!

We strongly recommend that your child attends playgroup at least twice a week, as our experience has clearly shown that children benefit from coming more regularly than once a week. This is particularly true if you are keen to develop your child's English language skills. If we do not have two places free, we are happy to wait list your child for your next preferred day.

Once you have completed McTot's on line registration form, this is our legally binding contract with you. This means that the terms and conditions detailed in this document are mutually binding.

If you decide to withdraw your child after reserving places and having completed the on line registration form, the following conditions apply:

- You must inform us in writing (via email to McTot's) at least four weeks in advance that you are withdrawing your child. A cancellation fee of one month's attendance will be charged.
- If you are a 'no show' and do not inform us that your child will not be starting at McTot's, the full quarterly invoice will be due for payment. This represents the full notice period which would have been due to us.

Waiting List

Waiting lists are done on a first come, first served basis. If you would like your child to attend on another day, please confirm this via email to us and we will confirm with you that their name has been placed on the relevant list.

As soon as a place becomes free, you will be informed.

Please note that we cannot 'hold' free places back for periods of longer than one month. If you want to secure a future place for your child on a particular day, we cannot guarantee this, unless you accept a place when it becomes free and then pay the monthly fee until your child is able to start.

When you want to leave McTot's or reduce the attending days

This is always a sad time for us!

However, we know that moving house, going to Kindergarten or even changing country can all play their part in the decision to leave.

Under these circumstances we require a minimum of 3 months advance notice.

We try very hard to communicate openly and honestly with you about your child's progress during their time with us. If you feel unhappy at anytime, please do speak with us so that we can find a mutually happy solution.

In the event of you wishing to withdraw your child from 'McTot's or to reduce the days your child is attending, please be aware of the following conditions:

- i) **Notice of cancellation of enrolment must be given 3 months in advance.**
- ii) Resignations must be made by or on the first calendar day of the month (irrespective of the day on which it falls
- iii) Please note that all resignations must be made in writing by you, via e mail (preferably) or in written format.
- iv) **Your child's end date will always fall on the last day of the relevant calendar month.**
- v) The month of July is included in the calculation of the three month notice period, even though it is not fully charged to you.

If you know well in advance when your child is likely to be leaving, we are very appreciative when you let us know. This is very considerate, as it allows us to allocate places to new children in advance.

When we need to terminate our contract with you...

Unfortunately, this can happen (albeit very seldom), due to a number of reasons as follows:

- Being consistently late in paying invoices
- When your child has not settled into playgroup, and we feel that it is detrimental for their progress to remain with us. In this event, we will give you one month's written notice and agree a finishing date with you. In this event, you will be refunded for any advance payments made to us beyond the notice period.

Illness

Please notify us either via SMS or voice message by 08:30 to **079 754 20 95** to let us know that your child will not be attending playgroup, due to illness.

In fairness to all children and staff, parents are asked to keep sick children at home. Sickness is defined in a child who has one or more of the following:

- a fever
- a discharge from the nose or eyes that is yellow
- repeated, strong, uncontrolled 'wet' sounding cough
- any virus/bacteria that is causing vomiting and/or diarrhea
- any contagious infection such as eye infection (conjunctivitis)
- any contagious childhood disease such as chicken pox or scarlet fever
- head lice
- a feeling of discomfort, fatigue, pain or other illness like feelings that would make it difficult for your child to concentrate or take an active part in playgroup.

Illness at Playgroup

If your child is taken ill during playgroup, we will firstly telephone you.

The teachers maintain the right to separate sick children from the group and to request that they be taken home by the parent.

It is vitally important that you keep us informed of any changes to names, addresses or contact telephone numbers. It is also important that you keep your mobile telephone with you for the duration of time when your child is at playgroup so that we can contact you in the event of illness or emergency.

Pricing Structure and Invoicing for McTot's Morning Sessions

Our Rates are as follows:

Each morning session (9:00 till 12:00) at CHF 49.- .

You are charged for the exact number of sessions attended per month.

Invoices for McTot's morning sessions are done on an **'in advance' quarterly basis**.

The price of attending McTot's includes the following:

- Structured and supervised indoor/outdoor activities
- Use of all toys and soft playroom equipment
- All craft materials
- Healthy morning snack (including at least two pieces of seasonal fruit)
- Branded nappies and wipes
- Care and attention from McTot's teachers in either a group or one to one during every session
- Free attendance to external events such as:
 - Easter Egg Hunt
 - Teddy Bear's Picnic

Other events will be charged at a nominal rate as follows:

- Halloween Party
- Graduation Event

The cost of sessions at McTot's reflects the actual cost of running a professional childcare business. Although morning sessions run for only 3 hours (excluding Lunch Club), a professional infrastructure is still required, and needs to be maintained. Our costs need to cover the following:

- Attracting, retaining and developing appropriately qualified/experienced staff.
- Mandatory health, building, third party, and staff insurances
- Building and car parking rental and heating costs
- Food costs
- Ongoing purchase replacement of toys/books/cds and craft materials
- Professional weekly cleaning service
- Nappies, wipes, cleaning materials, etc
- Tax and Accountancy services
- Running McTot's external events
- Office stationery and postage costs
- and a myriad of other, unseen costs

Agreeing to pay your invoice on time constitutes part of our agreed terms and conditions. We reserve the right to terminate our contract with you with immediate effect in the event of your account being in arrears on a regular basis.

Please be aware of the following conditions:

- When invoices remain unpaid on the due date, you will receive a reminder letter via e mail.
- When invoices still remain unpaid after 14 days after receipt of the first reminder letter, there will be an automatic late payment charge of 20 chf.
- When invoices remain unpaid after 30 days of the due date, your child will not be permitted entry into McTot's.
- Payment via bank transfer is appreciated.
You must add CHF 2.- to your total invoice if you pay by Post Office.

Lunch Munch Clubs

- The Lunch Munch Club is charged at a fixed rate of CHF 12.- per hour.
- The hourly rate is always charged in full, irrespective of how long your child actually stays. (ie 12:30 collection will be charged at 1 x CHF 12.- = CHF 12.-)
- These are charged on 'arrears' basis, and will be included in your Quarterly McTot's invoice. You will also receive a full statement of attendance for each month.

Please make a careful note of your child's attendance in the event of query.

Swapping Days

You can also occasionally swap the days on which your child attends, space permitting. Whilst we try to be as flexible as we can, you must bear in mind that we cannot always find a mutually suitable date.

Day swapping is only to be used as an occasional 'fix' and we strongly discourage too much chopping and changing.

It's not possible to swap entire holidays.

Please speak with the McTot's team directly if you wish to make a swap.

Extra Days

Sometimes you may wish to book your child into McTot's for an extra day. This is usually due to a special appointment or other arrangement. Extra Days are only done on an ad hoc basis.

When you book an Extra Day with us, you will be charged the usual CHF 49.- per session rate. This is added onto your monthly invoice. Extra days are quite separate from 'Make Up Days', as Extra Days are guaranteed. Make Up days are booked on a 'pot luck' basis in terms of availability.

Please note that if you book an Extra Day with us and are a subsequent 'no show', you will still be charged for this day

Make Up Days

Unfortunately we cannot compensate for every occasion that your child is away. This is simply impossible!

Where a scheduled attendance day falls on a federal or state holiday, these days will be added to the annual total of allocated 'Make Up' days:

New Year's Day; "Berchtoldstag" (the day after New Year's Day); Good Friday; Easter Monday; May Day; Ascension Day; Whit Monday

Other than the above figures, no other make up days will be allocated.

Make Up days can only be used for morning sessions at McTot's, and not lunch clubs.

Rules regarding make up days are as follows:

- Make Up days can be taken at any time during the year *provided that we have space available*. Throughout the year, there is usually ample opportunity for everyone to have a make up day, provided that you are both flexible and patient.
- Make Up days cannot be offset against days which you already have reserved at 'McTot's'.
- Make Up days cannot be 'given' to another child.
- Make Up days are not allocated if your account is in arrears.
- All Make Up days are not guaranteed.
- There is no 'cash refund' system for unused places.
- No special 'deals' or alternatives can be made. Please do not ask for these!
- If you reserve a Make Up day and are a subsequent 'no show', you cannot have it reallocated.

Booking a Make Up Day

There is a 'Make Up' day list at McTot's and you can arrange a day with any of the McTot's team.

You can ask us about availability for the current month only - we seldom know exactly what free places we will have one month in advance.

If you wish to book a 'Make Up' day we kindly ask you to do this either at the very beginning or end of drop off or collection time, in order to avoid bottlenecks in the kitchen. Our priority is to attend to the children at this time, so please be patient if you need to wait for our attention. The alternative is to send us an email or a request to our Hotline via SMS.

Make Up days during resignation periods

The balance of Make Up days outstanding can be taken during your three month notice period.

Photographs

Photographs taken at McTot's mornings or events may be used on our website and/or facebook page. Please inform us if you **DO NOT** want us to share photographs of your child.

Holidays 2018

McTot's will be closed in 2018 as follows:

Monday 1 st January	New Year's Day
Tuesday, 2 nd January	"Berchtoldstag", the day after New Year's Day
Friday, 30 th March	Good Friday
Monday, 2 nd April	Easter Monday
Tuesday, 1 st May	May Day
Thursday, 10 th May	Ascension Day
Monday, 21 st May	Whit Monday

These days are all charged, and 'Make Up' days allocated against them:

Mondays	extra 3 days
Tuesdays	extra 2 days
Thursdays	extra 1 day
Fridays	extra 1 day

We are closed for our Summer Holidays 2018 on the following dates:

Monday, 16th July - Friday, 3rd August

We reopen on Monday 6th of August 2018.

2018 Christmas Holidays are as follows:

Tuesday, 25th December –Monday, 31st December 2018

We reopen on Thursday 3rd of January 2019.

Summer and Christmas Holidays are not charged.