



Frequently asked Questions

1 What are our opening hours?

Our opening hours are Monday till Friday.

During local, cantonal and federal public holidays, the DAY-CARE CENTER ZOO center will remain closed. The different opening hours are based on our public- and company holiday calendar. The parents receive an agenda at the beginning.

The company holidays are 2 weeks in summer. Between Christmas and New Year DAY-CARE CENTER ZOO is opened.

The detailed opening, delivery and pick-up times are regulated by location in the leaflet "tariffs and opening hours". The current version of the leaflet can be downloaded from the website of the DAY-CARE CENTER ZOO location.

2 How many groups and children do we look after?

We look after children in baby groups (age of the kids between 3 months and 2 years) and in mixed groups (age of the kids from 2 years up to the second kindergarden).

3 From which age are children looked after in the DAY-CARE CENTER ZOO?

We look after children who are not younger than 3 months.

4 Do you look also after kindergarten children and do you bring them to the kindergarten?

We look after kindergarten children and will bring them and pick them up in the kindergarten depending on demand. Nevertheless, this depends on which kindergarten your child visits.

5 What are the charges for the familiarization?

The beginning of the contract is also the 1st day of the settling-in period. From that date onwards, a place has been reserved at the day-care center. An entry-fee of sFr.100.- per child and a deposit of sFr. 500.-, together with the monthly fee, will be invoiced from the 1st settling-in day. The deposit is interest-free and refundable at the dissolution of the contract, minus possible outstanding charges.

6 How does the familiarization work?

The familiarization period takes approximately one to maximum two weeks. During this time the child should possibly be at DAY-CARE CENTER ZOO every day. During the first few days it stays only a short time with its parents. On the 1st day the group leader carries on a first conversation with the parents. During this first basic phase the parents are together with the child at DAY-CARE CENTER ZOO. Later the first, short separation takes place. The further action of the familiarization is discussed together with the group leader and the parents.

7 What to bring?

The DAY-CARE CENTER ZOO provides nappies, care products, meals incl. baby mash. The parents bring the baby bottle, the powder for the baby bottles, slippers, spare clothes, rain gear, sunhat as well as the personal things of the child (dummy, security blanket, comforter etc.). With your contract you will receive an extra check list with all the details.



8 What do the children eat at DAY-CARE CENTER ZOO?

Bottle-fed babies receive their baby bottles individually after specification and arrangement with the parents.

Mash-fed children eat our home-made vegetable mashes and fruit mashes.

We offer a well-balanced diet to the children who eat by the table according to the weekly menu published on the billboard. We are also trying to consider possible allergies while planning the meals.

All children receive a breakfast, a snack in the morning, lunch and a snack in the afternoon. Fruits such as apples or bananas can be eaten throughout the whole day. As beverages we offer water or unsweetened tea as requested from the children. After every lunch or sweet snack we tend to brush our teeth.

Birthdays are celebrated with a sweet snack (cake....) and a morning circle ritual celebrating the birthday child.

9 Do the children go outside daily?

All children go outside to the garden, to the playground or take a walk with their attendants, regardless of the weather at least once a day. For this reason you should have proper clothes ready for every weather condition.

10 Can I bring my child even if he or she is sick?

Sick children (fever and illnesses such as a strong cold) must not be brought into DAY-CARE CENTER ZOO because of the infection danger. If a child falls ill during the day, the parents are informed and asked to pick up their child. DAY-CARE CENTER ZOO measures the body temperature with an ear-thermometer and does not administer any medicine, except light ones which are expressly prescribed by the parents (but no antibiotics).

11 What are the rates of the DAY-CARE CENTER ZOO?

You find our rate list on the Internet.

12 Are the rates identical for everybody?

For babies with an age of less than 19 months we apply a factor due to higher legal requirements regarding personal. The factor is regulated by location in the leaflet "tariffs and opening hours" which can be found on our website www.krippezoo.ch.

We do not grant a brothers and sisters discount.

Nappies and all hygiene articles, material to tinker and excursions are included in our rate for the sake of convenience.

13 What are the rules with illness and holidays?

The care contract guarantees a care place for your child which is booked up to the end of notice time. As we cannot pass your child's place to another child during times of absence such as holidays or illness we cannot reimburse our charges.

14 How can I get more information?

In case that we have not answered all your questions here or on our web page www.krippezoo.ch, please get in touch with us.



We are happy to agree on an appointment for a conversation and visit of our day-care center. Our phone number is 043 931 51 70.

15 What are the next steps?

If you are interested in a care place for your child, please fill out the non-binding registration form on our web page (if not yet made).

If you have decided on a care place, please fill out the care contract and return it signed to our office address: KRIPPE ZOO, Schulstrasse 57, 8105 Regensdorf. Please contact us if we have to send the contract to your postal or email address admin@krippezoo.ch.

We are happy to discuss the individual entry appointment and the beginning of the familiarization with you respectively.