

### Scope of Application

The General Terms and Conditions (GTC) are an integral part of the contract between the parents (guardians) and the DAY-CARE CENTERS ZOO in relation to the place and care in a DAY-CARE CENTER ZOO.

### Opening Hours

The DAY-CARE CENTERS ZOO are open Monday to Friday.

During the local, cantonal and federal public holidays, the DAY-CARE CENTERS ZOO will remain closed. The revised opening hours of the previous day are governed by our holiday calendar.

Business holidays take place over a two-week period during the summer.

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.

The minimum service is 2 half-days or one full day per week.

### Pick up by third parties

If a child is collected by a third party, the carers must be informed in good time. Upon staff request, the third party needs to show an ID card.

### Sickness and Absences

If a child falls ill or has an accident whilst in the care of the DAY-CARE CENTER ZOO, the parents are immediately informed, in order that they may collect the child as soon as possible.

A sick child must not be brought to the DAY-CARE CENTER ZOO, due to danger of infection.

If a child is unable to attend, it has to be excused by 08.30 hrs. The parents are required to give no-

tice of holiday absences at their earliest convenience. Time lost due to holiday absence, illness or accidents cannot be made up later.

### Medical Emergency

At the DAY-CARE CENTER ZOO, there is a first-aid kit available. For medical emergencies, a doctor is on call. The carers are empowered to take a child immediately to the surgery or nearest hospital. The parents will be informed forthwith of emergencies. The parents are responsible for the child's general visits to the doctor.

### Insurance

The parents are responsible for medical and accident insurance cover, as well as taking out a private liability insurance for the child. Damages caused by the children are the liability of parents. The DAY-CARE CENTER ZOO has a business liability insurance in place. Not covered by this business liability insurance are injuries the children cause to themselves or to each other.

### Pandemic / Epidemic

In case of a partial closure (i.e. individual groups) or a closure (i.e. entire daycare centre) due to a pandemic or an epidemic, parents shall continue to pay their contributions. The normal contractual notice period remains.

### Tariffs and Payment Conditions

- The care fees of the DAY-CARE CENTERS ZOO are recorded by location in the leaflet "tariffs and opening hours". The current version of the leaflet can be downloaded directly from the website of each DAY-CARE CENTER ZOO location.
- The monthly fees are all inclusive, e.g.: Meals, nappies, care products, purées, craft materials and excursions.
- The DAY-CARE CENTERS ZOO charge 52 weeks per annum.
- Federal, cantonal and local public holidays (DAY-CARE CENTER ZOO is closed) as well as two weeks' business holidays during the summer break are included (no refunds).



- The monthly fee is also payable during absence of the child (illness, accident and holidays) (no refunds).
- Additional care-days are charged in addition.
- The fees are usually invoiced at the beginning of the month for the following month. The contributions are payable by the 25th of the previous month. Additional days, where the child is cared for by the DAY-CARE CENTERS ZOO, are invoiced separately.
- 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 CHF 100.- per family, together with the monthly fee, will be invoiced from the 1st settling-in day.
- Prior to the beginning of the contract, a deposit amounting to CHF 500.- is payable. This deposit is interest-free and refundable at the dissolution of the contract, minus possible outstanding charges.

### **Notice Period**

Notice is to be given in writing at the end of the month and is subject to a 2-month notice period. Equally, a reduction of care-days has to be announced 2 months in advance. If notice is given more than 2 months before the beginning of the contract, a withdrawal charge of CHF 200.- will be invoiced. Otherwise, the months during the notice period will be invoiced.

### **Severability Clause**

Each of the provisions of GTC is severable and distinct from the others and if one or more of such provisions becomes invalid, unenforceable, the validity and enforceability of the remaining provisions of GTC shall not be affected thereby.

### **Place of Jurisdiction**

The transactions between the DAY-CARE CENTERS ZOO and parents are subject only to Swiss law. The exclusive place of jurisdiction for all claims and / or disputes arising out of or in connection with this contract shall be the place of business of the DAY-CARE CENTER ZOO.

Zürich, December 2020

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