



McTot's English Speaking Playgroup

Important information for parents

Our terms and conditions of business  
valid from 1<sup>st</sup> October 2009©

## Index

	Page
Joining McTot's .....	3
Waiting Lists/Resigning .....	4
Swapping Days .....	6
Illness .....	7
Pricing Structure.....	8
Invoicing Schedule 2009..... (Morning Sessions)	10
Invoicing Schedule 2009 .....	11
(English Lesson Lunch Club) Early Starts	
Make Up Days .....	11
2009/10 Holiday dates .....	14

## Joining McTot's

Becoming a member of McTot's means not only are you contracting yourself to us, but you are also making a commitment to regularly and punctually bringing/collecting your child to and from McTot's.

We make our terms and conditions of business as fair and transparent as possible, and the law of common sense always prevails.

To join McTot's, all parents must complete the on line application form, or do this manually. 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 are as follows:

- A one off, non returnable joining fee of 200 chf must be paid. This goes towards our toy fund.
- You agree to pay our invoices at the required time, as stated on each invoice
- Children start at McTot's on the first day of an agreed calendar month - we cannot make pro rata charges for starting at any other time during the month.

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.

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 (ie longer than three weeks) at least three or four times per annum (in addition to regular Easter/Summer/Christmas holidays), please note that we cannot offer discounts or special rates to take account of this.

In this event, careful thought should be given to the value of joining a playgroup or other childcare organisation when it is likely that you will be traveling frequently

and for prolonged periods. Whilst children are usually more adaptable than we sometimes realise, it is also important that they have consistent periods of time in playgroup without the need to perennially readjust.

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!

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 have registered your child to start at McTot's, and have reserved places with us, please note that the days are not confirmed until we have received full payment of our first invoice. This is usually always sent out at least one month before your child is due to begin.

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 recorded delivery mail to McTot's address) 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 Lists**

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 e mail to us and we will confirm with you that their name has been placed on the relevant list.

You must inform us if you change your mind about having your child wait listed for an additional day.

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.

We try very hard to find places for siblings, and usually a place will become free, albeit not always at your first choice start time.

## **When you want to leave McTot's**

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.

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', please be aware of the following conditions:

- i) You must give us three month's advance notice.
- ii) Resignations must be made by or on the first calendar day of the month (irrespective of the day on which it falls). They should be done either via e mail (preferably) or in written format.
- iii) Please note that all resignations must be made in writing by you. There are absolutely no exceptions to this. We cannot accept verbal resignations.
- 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 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.

## 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.

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 45 CHF 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. Terms and Conditions about cancelling Extra Days, are the same as those for our morning sessions.

## Illness

Please notify us either via SMS or voice message by 08:30 to **079 754 2095** to let us know that your child will not be attending playgroup, due to illness.

In order to minimise the risk of a playgroup wide infection, 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 diarrhoea
- 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.

Children who have had any of these problems should be free of the problem for 12 hours. In the case of prolonged and serious vomiting or diarrhoea, 24 hours should be allowed and when antibiotics are prescribed, 48 hours should be allowed before returning to playgroup.

### Illness at Playgroup

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

If your child is injured, basic treatment will be given by qualified First Aid staff members and if required, you will be contacted and asked to collect your child from playgroup.

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.

## Our Pricing Structure

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
- Producing 'McTot's News
- Office stationery and postage costs
- and a myriad of other, unseen costs

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 (pull up pants) 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
- Mum's Wine Event

So that McTot's can provide these services in a professional and dedicated way, we need to charge a realistic rate to our clients. Our Rates, with effect from 1st October 2009, are as follows:

<b>1 day per week</b>	<b>2 days per week</b>	<b>3 days per week</b>
45 chf per session	45 chf per session	45 chf per session
Charged per session	Charged per session	Charged per session

Children who attend on one, two or three days per week are charged for the exact number of sessions attended per month.

### **Lunch Munch Clubs**

- The English Lesson Lunch Club is charged per whole hour and parts thereof will not be calculated.
- The charge per hour is 10 chf
- Please note that Make Up Days CANNOT be offset against Lunch Munch Clubs.

## Invoicing for McTot's Morning Sessions

Invoices for McTot's morning sessions are done on an 'in advance' Quarterly basis. Invoices will be prepared as follows:

Period	Sent to you	Due date
January/February/March	circa 1st December	Circa 20 <sup>th</sup> December
April/May/June	Circa 1 <sup>st</sup> March	Circa 20 <sup>th</sup> March
July/August/September	Circa 1 <sup>st</sup> June	Circa 20 <sup>th</sup> June
October/November/December	Circa 1 <sup>st</sup> September	Circa 20 <sup>th</sup> September

Please note that the last two weeks of July and the first week of August are charged at a zero rate, but are included for accountancy purposes.

Quarterly invoicing helps us to reduce accountancy resources in producing invoices and credit control.

*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 an immediate reminder letter via e mail.
- When invoices still remain unpaid after 7 days after the due date (and after receipt of the first reminder letter), there will be an automatic late payment charge of 20 chf added to your next invoice.
- When invoices remain unpaid after 10 days of the due date, your child will not be permitted entry into McTot's.
- Due payment dates can be changed to the last day in the month. We are happy to make this change to your Quarterly invoice, but only on the sole condition that it is paid strictly on the due date stated and that you have consulted with us beforehand.
- You must add 2 chf to your total invoice if you pay by Post Office, as this fee is in turn levied to us on a bulk and annual basis.

## Invoicing for McTot's Lunch Munch Club

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.

English Lesson Lunch Club invoicing is done as follows:

Period	Included with your standard McTot's invoice and sent:	Due date
December/January/February	Circa 1 <sup>st</sup> March	Circa 20 <sup>th</sup> March
March/April/May	Circa 1 <sup>st</sup> June	Circa 20 <sup>th</sup> June
June/August	Circa 1 <sup>st</sup> September	Circa 20 <sup>th</sup> September
September/October/November	Circa 1 <sup>st</sup> December	Circa 20 <sup>th</sup> December

### Cost

- The Lunch Munch Club is charged at a fixed rate of 10 chf per full 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 10 chf = 10 chf)

### Make Up Days

Make Up days are a gesture of good will to compensate for some of the times when your child is absent. They are NOT guaranteed.

We cannot compensate for every occasion that your child is away. This is simply impossible! However, we are able to offer a more limited but flexible way of having make up days.

Each child is allocated a fixed number of make up days which run from the 1st of January to the 31st of December. In the event of starting McTot's on another date during the year, the starting date will mark the beginning of the 'make up' year.

Each child will be allocated a fixed number of make up days, dependent on the number of times that they attend per week, as follows:

<b>1 day per week</b>	<b>2 days per week</b>	<b>3 days per week</b>
2 days per annum	4 days per annum	6 days per annum

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.

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

Each child will be allocated with a laminated 'Make Up' day card, showing the number of days which have been allocated for that year. This card must be used every time that you wish to make a 'Make Up' day booking. A hole will then be punched into the card, showing the number of 'Make Up' days that are left.

Make Up Day Entitlements are calculated from January to December, and you will be allocated a pro rata number of Make Up days, depending when your new card is issued. Between September and December, there is no allocation given for Public Holidays. (None fall during this period, and Christmas is not charged to you)

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:

- You must inform us of absences to be part of the 'make up' days programme. We reserve the right to withdraw your participation if you do not do this.
- 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.
- In the event of there being a wait list of children for a Make Up day which you have reserved, you will be charged the full session price if you are a 'no show'.

### **Booking a Make Up Day**

You must bring your 'Make Up' day card to McTot's and 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.

Parents have responsibility for keeping the 'Make Up' day card. This is the only record that we have of how many days you have taken. We cannot replace lost cards - please take good care of it!

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 a request to our Hotline via SMS.

### **Make Up days during resignation periods**

The balance of Make Up days outstanding will be calculated on a quarterly basis. That means that you will be given a pro rata amount of make up days due to you and these can be taken during your three month notice period.

In the event of a greater number of Make Up days having been taken than the calculated pro rata figure, we will charge these days to the final invoice, or an earlier finishing date can be arranged.

## Holidays 2010

McTot's will be closed in 2010 as follows:

Friday, 1st January	New Year's Day
Friday, 2nd April	Good Friday
Monday, 05th April	Easter Monday
Thursday, 13th May	Ascension Day
Monday, 24th May	Whit Monday

These days are all charged, and 'Make Up' days allocated against them. This means that additional 'Make Up' days to the fixed number (as detailed previously) are as follows:

Mondays	Extra 2 days
Tuesdays	no extra days
Wednesdays	no extra days
Thursdays	Extra 1 days
Fridays	Extra 2 days

**We are closed for our Summer Holidays 2010 on the following dates:**

Monday, 19th July - Friday, 6th August  
This time is not charged to you.

**2010 Christmas Holidays are as follows:**

Monday, 27th December - Friday, 31st December  
This time is not charged to you.

McTot's English Speaking Playgroup  
Zipfelweg 10  
8134 Adliswil  
www.mctots.ch  
079 272 46 28  
©