

1. Duration / Termination / Adjustment of Care

Care ends automatically after the completion of the mandatory kindergarten year or through an ordinary or extraordinary termination by the parents or the Montessori Kindergarten of Zug (MoZ).

Ordinary termination must be made in writing and can be done at any time with a notice period of three months. Withdrawal before the start of care must be treated as an ordinary termination. If the notice period is not observed in the case of withdrawal before the start of care, care fees for one month must be paid.

MoZ can terminate care immediately in extraordinary circumstances if the persistent misconduct of the child affects other children, in case of payment arrears exceeding one month, repeated disregard of house rules or parent information from MoZ, or repeated dropping off or failure to pick up a sick child.

Parents may terminate care extraordinarily if their child is unreasonably endangered. Extraordinary terminations must be made in writing and state the reason. Fees for the current month are due.

If it becomes apparent during the acclimation period that the child cannot be integrated, care may be terminated by both parties at the end of the acclimation period. In this case, the cost is one month of care.

Adjustments to care hours or additional care are possible if there are available spots. Reductions are subject to the notice periods. All requests must be submitted in writing to the MoZ administration.

2. Amendment Provisions

Significant changes to care, the care regulations, the fee and service regulations, or the educational concept will be announced at least four months in advance. If the parents do not accept the changes, care may be terminated in compliance with the ordinary notice period.

3. Insurance

Accident, health, and liability insurance are the responsibility of the parents. By registering for care, parents confirm that these insurances are in place.

4. Acclimation Period

The acclimation period begins on the first day of care and lasts one month. On the first day, the duration is one hour and is increased daily. Regardless of the agreed care days, the child must be present daily at the start of the acclimation period. An accompanying parent must always be present at the beginning.

5. Availability / Communication

Parents must be reachable while their child is in care. Otherwise, they must provide an alternative contact person.

MoZ informs parents by e-mail or via an app. The e-mail addresses provided during registration or communicated later in writing will be used. Parents must immediately notify any changes to phone numbers, e-mail, or address, check their e-mail regularly, and ensure messages do not go to spam.

6. Illness, Medication / Allergies

Children with infectious diseases may not be brought to care. MoZ does not provide care for children with a fever over 37.9 °C, diarrhea, or vomiting. If a child becomes ill or has an accident during the day, parents will be informed immediately. Medication will only be administered in exceptional cases, and no liability is assumed. Allergies or health conditions must be communicated at all times.

7. Absences

Absences, e.g., due to illness or vacation, must be communicated as early as possible. Care fees are not reduced, and missed time cannot be made up.

8. Cooperation

Childcare requires a mutual trust relationship. Constructive cooperation and open communication are very important to us. In challenging situations with the child, parents are involved early, and possible solutions are discussed together. In the case of serious difficulties or conflicts between parents and MoZ staff, parents must inform the MoZ management.

If necessary, but at least once a year, parents have a detailed meeting with MoZ staff regarding the child's development and to strengthen the educational partnership.

During drop-off and pick-up, exchanges should be brief. Observations and important events of the day will be communicated to parents electronically, including pictures.

9. Special Offers with Additional Costs

Offers vary depending on the season and availability. Scope, duration, and costs are specified in the respective announcements.

Registrations and cancellations for special offers must be made in writing. Without written notification, booked special offers continue indefinitely. During the course of an offer, withdrawal is not possible.

Billing is done at the end of the quarter after the completion of the offer with a separate invoice.

10. Force Majeure

Parent Risk Area

If a child cannot attend MoZ for reasons within the parents' responsibility (prevention of attendance caused by their own or third-party actions, or other overriding reasons such as strike, natural disasters, flight delays, child illness or family illness, quarantine, etc.), the parents bear the consequences. There is no reduction in care fees, and missed days cannot be compensated.

MoZ Risk Area

If MoZ is unable to provide the agreed care due to overriding, unavoidable reasons (e.g., official closure due to health hazards such as asbestos, cantonal medical orders due to epidemics/pandemics, staff shortages due to infectious diseases/epidemics/pandemics), services under the care contract cease. Force majeure does not release parents from the obligation to pay care fees.

11. Confidentiality / Data Protection

The data of children and their parents is treated confidentially. Birthday invitations will be forwarded gladly. Photos and videos taken with the children may be shared with parents of children currently attending MoZ via electronic media. This material may also be used for training and on the MoZ website. Information may be provided to future teachers at public or private schools.

Parents must treat information about MoZ, its staff, and all children and families in care discreetly and not share it.

12. Miscellaneous Provisions

Staff are generally allowed to transport children in cars.

If parents attend MoZ events, supervision remains with them.

During activities with third-party providers, these providers are liable for the duration of the offer.

Unless otherwise agreed, only parents are authorized to pick up the child.

Swiss law applies. Exclusive jurisdiction is Baar.