



CITYBAY

müsli

BURG

## Registration & general contractual terms and conditions

### Target group

The daycare centre may be used by infants from the 3rd month and children up to and including the age of 5 are available. For kindergarten children we offer after-school care (lunch, afternoon and vacation care).

### The centre

The state-of-the-art Müsliburg Citybay daycare centre is situated at Bürgenstrasse 7, in 6005 Lucerne. The new, generously-sized rooms provide children with sufficient space to explore, develop and enjoy themselves. There is also a specially equipped active movement space.

### Team / support

Our team is comprised exclusively of childcare specialists, trainees and interns. Practice makes perfect! In order to ensure that our trainees receive professional training and to give them the opportunity to learn and take on managerial duties before the end of their training, our 3rd year trainees perform some specialist carer duties. The competence of trainees is regularly checked by our professional childcare specialists.

### Opening hours

Monday to Friday without interruption from 7.00 am to 6.30 pm.  
Morning daycare times: 7.00 am to 11.45 am  
Afternoon daycare times: 1.30 pm to 6.30 pm

### Illness / accident

The daily / monthly charges will remain due even in the event of illness or accident (see "Costs"). Children with infectious disease and / or fever from 38 °C upwards may not be brought into the daycare centre. Also, if a person living with the child in the household has a highly infectious disease and an infection of the child cannot be ruled out (asymptomatic disease is possible or longer incubation period). If a child becomes ill during the day, the parents shall be informed and the child must be picked up. If a child has to take medicines, the childcare staff must be informed. The required preparations must be brought from home. If a child has an accident, the Crèche management is entitled to call in the doctor responsible for the daycare centre. The parents shall be immediately notified.

### Costs

The costs for attending the daycare centre shall be payable by direct debit monthly in advance (at the latest on the 26th of the previous month). N.B.: you will only receive an invoice by email; should you nonetheless wish to receive a hard copy invoice, this will be associated with an additional charge of CHF 2.00. Please use only the payment slips sent by us in order to pay for the services.

These amounts are monthly fees. The number of days below refers to the number of days attended each week.

Number Days	Price half day *Fee 1	Price full day *Fee 1	Price half day *Fee 2	Price full day *Fee 2
1	CHF 450.00	550.00	430.00	530.00
2	CHF 900.00	1100.00	860.00	1060.00
3	CHF 1350.00	1650.00	1290.00	1590.00
4	CHF 1800.00	2200.00	1720.00	2120.00
5	CHF 2250.00	2750.00	2150.00	2650.00

\*Fee 1: without membership fee

\*Fee 2: with membership fee of CHF 200.00 per year

These monthly fees must be paid even if the child is absent / de-registered, in particular even if the child is prevented from visiting the Crèche, e.g. due to accident / illness / special family situations / official recommendations to attend to the child at home (e.g. during pandemics and epidemics) as well as during vacation or public holidays. Even if the Crèche is closed without fault on the child's part (Cantonal Medical Officer orders closure, e.g. due to pandemics, epidemics, natural disasters, etc.), the parental contributions shall still be due. This shall also be applicable if the city or municipality, canton or state pays compensation just like that after the Corona lock-down of 2020. In this case, refunds shall be made to the extent of the compensation awarded for the child as soon as they have been effectively received by Müsliburg.

Attractive rates are available in the event that the annual membership fee of CHF 200.00 is paid. This results in Fee 2 being charged instead of Fee 1. The annual fee is charged once a year, and is due for payment on 1 August. A daily fee of CHF 130.00 is charged for any off-plan days attended.

Bank details:

Luzerner Kantonalbank AG, Postfach, 6002 Lucerne  
BIC/SWIFT: LUKBCH2260A  
IBAN: CH17 0077 8185 1407 6200 1

### Müsliburg GmbH Citybay

Güterstrasse 2a | 6005 Lucerne

Telephone 041 361 14 60

citybay@muesliburg.com | www.muesliburg.com

# Registration & general contractual terms and conditions

## Absences

Notice of short absences (absence due to illness or other reasons) should be given at the latest by 9.00 am on the day of the absence. Fees will nonetheless be payable for any days of absence.

## Registration / queries concerning spaces

Registration may be completed using the registration form. You can also request an application form in writing or by telephone; queries concerning spaces may also be submitted online. Submission of a query concerning a space does not constitute definitive registration. The minimum registration period is three months. Any exceptions must be discussed in advance.

## Canton of Lucerne childcare vouchers

The Müsliburg Lucerne daycare centre is accredited under the childcare vouchers scheme of the municipalities of Lucerne, Horw and Kriens. Childcare vouchers constitute a form of financial support for professional childcare for pre-school children, with the aim of ensuring a better balance between work and family life. The level of the monthly payment is dependent upon the proportion of the week attended by the child as well as the parents' rate of employment and income.

- City of Lucerne childcare vouchers
- Municipality of Kriens childcare vouchers
- Municipality of Horw childcare vouchers

## Fees

- A one-time registration fee of CHF 50.00 will be charged upon application.
- Reminder fees are payable under the contract.
- If you make payment at a post office, we shall charge you a flat rate of CHF 5.00 for expenses the following month.
- The reservation fee is charged in order to keep a space free; it is not due for the first 2 months. A one-time fee of CHF 300.00 is payable from the third month in order to keep a space free. This fee cannot be offset against subsequent invoices.

## Insurance

If a child causes damage, the parents or their liability insurance company shall be held liable. The daycare centre accepts no liability for any loss of or damage to private belongings. Müsliburg is covered by public liability insurance.

## Operational terms / payment arrangements

In signing these Terms and Conditions, you consent to the application of the Contractual Terms and Conditions. Monthly invoices for the daycare centre are payable in advance. In the event that payments are to be made by the Social Office, a written confirmation must be enclosed along with the application. Any contractual changes must be notified in writing before the 20th day of the relevant month. Advance notice of two months must be given.

Place/Date \_\_\_\_\_

## Termination of the Agreement

The daycare place may be terminated exclusively as of the 30th day of any given month, with advance written notice of three months. The Contract may be terminated by either party. If a daycare space is no longer required prior to expiry of the notice period, or in the event of the failure to give notice, the Fee must be paid for the remaining period or for the following two months respectively. You shall remain bound by this application and all of the terms set forth herein for a period of 14 days after presentation of the signed application to the daycare centre. The membership fee shall not be reimbursed in the event that the daycare space is relinquished, or that notice to do so is given. A daily fee of CHF 500.00 shall be charged in the event that the Contract is terminated early prior to inception.

## What the children should bring along

Naturally high spirits 😊. Children should wear comfortable, weather-appropriate clothing. The daycare centre should always be provided with a change of clothing. Also slippers, rubber boots and a waterproof jacket. Children can naturally bring a dummy and bib with them. However, no liability can be accepted for any toys brought to the daycare centre. Please do not bring any food or sweets.

## Vacation / public holidays / training

Vacation and training days shall be scheduled in accordance with the Müsliburg holiday guidelines and are incorporated into the monthly fee.

\* We close at 5.30 pm on the day before a public holiday. If a public holiday falls on a Saturday, we shall remain open until 6.30 pm.

Public holidays and Müsliburg training days shall be arranged in such a manner that, taking account of public holidays, all weekdays are affected to the same extent.

## Family doctor / medicines

It is very important for the health of your child that you provide the name, telephone number and address of your family doctor on the application form. Childcare staff must be informed accordingly in the event that a child needs to take any medicines regularly. Medicines shall be administered by childcare staff on the instructions of the parents or a doctor. The required medicines shall be brought from home. The children must be insured against illness and accident with a Swiss health insurer.

## Müsliburg Citybay emergency doctor

### Kinderarztpraxis am Bahnhof

Robert-Zünd-Strasse 2, 6005 Lucerne  
Telephone 041 210 51 25

Signature \_\_\_\_\_

(signature of the parents or applicant or of the legal representative)

Confirmation of acceptance \_\_\_\_\_



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## Registration

☐ Filou ☐ Bellino

### Child

Last name/first name	Date of birth	Start of acclimatization:
Health insurer	Medicines	Start of contract:
Eating habits	Name/address of family doctor	

### Parents

Last name/first name	Street	
Postcode/town	Email	
Telephone (work)	Telephone (home)	Mobile number
Mother tongue	<input type="checkbox"/> Direct debit application with confirmation from the bank	
Fee level	<input type="checkbox"/> I choose <b>without</b> membership Fee 1 <input type="checkbox"/> I chose <b>with</b> membership Fee 2	

### Data protection

May we photograph your child/ren (without a recognizable face) and use the image for our social media and homepage (e.g. blog posts)? This means photos and videos. ☐ yes ☐ no

### How did you find out about us?

### Days requested

	Monday	Tuesday	Wednesday	Thursday	Friday
full day	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
half day	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Comments

  
  


Place/Date \_\_\_\_\_

Signature \_\_\_\_\_

(signature of the parents or applicant or of the legal representative)

Confirmation of acceptance \_\_\_\_\_

Zahlungsempfänger / Bénéficiaire / Beneficiario / Creditor

Kunde / Client / Cliente / Customer

Müsliburg Citybay GmbH

Bürgenstrasse 3

6005 Luzern

Ref Nr. / No. Réf.

N. Rif / Ref. no.

**Belastungsermächtigung  
mit Widerspruchsrecht**

Hiermit ermächtige ich meine Bank bis auf Widerruf, die ihr von obigem Zahlungsempfänger vorgelegten Lastschriften **in CHF** meinem Konto zu belasten.

Bankname / Nom de la banque /  
Nome della banca / Name of bank

PLZ und Ort / NPA et Lieu /  
NPA e Luogo / Postal code and City

IBAN  
oder / ou / o / or

Konto-Nr. / No de compte /  
N. di conto / Account no.

Bankenclearing-Nr. (sofern bekannt) / No clearing bancaire (si connu) /  
N. di clearing bancario (se conosciuto) / Bank clearing no. (if known)

Wenn mein Konto die erforderliche Deckung nicht aufweist, besteht für meine Bank keine Verpflichtung zur Belastung.

Jede Belastung meines Kontos wird mir avisiert.

Der belastete Betrag wird mir zurückvergütet, falls ich innerhalb von 30 Kalendertagen nach Avisierungsdatum bei meiner Bank in verbindlicher Form Widerspruch einlege.

Ich ermächtige meine Bank, dem Zahlungsempfänger im In- oder Ausland den Inhalt dieser Belastungsermächtigung sowie deren allfällige spätere Aufhebung mit jedem der Bank geeignet erscheinenden Kommunikationsmittel zur Kenntnis zu bringen.

**Autorisation de débit avec  
droit de contestation**

Par la présente j'autorise ma banque, sous réserve de révocation, à débiter sur mon compte les recouvrements directs **en CHF** émis par le bénéficiaire ci-dessus.

Si mon compte ne présente pas la couverture suffisante, il n'existe pour ma banque aucune obligation de débit.

Chaque débit sur mon compte me sera avisé.

Le montant débité me sera remboursé si je le conteste dans les 30 jours civils après la date de l'avis auprès de ma banque, en la forme contraignante.

J'autorise ma banque à informer le bénéficiaire, en Suisse ou à l'étranger, du contenu de cette autorisation de débit ainsi que de son éventuelle annulation par la suite, et ce par tous les moyens de communication qui lui sembleront appropriés.

**Autorizzazione di addebito  
con diritto di contestazione**

Con la presente autorizzo la mia banca revocabilmente ad addebitare sul mio conto gli avvisi di addebito **in CHF** emessi dal beneficiario summenzionato.

Se il mio conto non ha la necessaria copertura, la mia banca non è tenuta ad effettuare l'addebito.

Riceverò un avviso per ogni addebito sul mio conto.

L'importo addebitato mi verrà riaccreditato, se lo contesterò in forma vincolante alla mia banca entro 30 giorni calendario dalla data dell'avviso.

Autorizzo la mia banca a informare il destinatario del pagamento nel nostro paese o all'estero sul contenuto della presente autorizzazione di addebito nonché sulla sua eventuale revoca successiva in qualsiasi modo essa lo ritenga opportuno.

**Debit authorization with  
right of objection**

I hereby authorize my bank to deduct debits **in CHF** from the above-listed creditor directly from my account until this authorization is revoked.

If there are insufficient funds in my account, then my bank is not obligated to carry out the debit.

I will be notified of each debit to my account.

The amount debited will be repaid to me if I contest the debit in binding form to my bank within 30 calendar days of date of notification.

I authorize my bank to notify the creditor in Switzerland or abroad about the contents of this debit authorization as well as any subsequent rescinding thereof with the means of communications considered best suited by the bank.

Ort, Datum / Lieu, date / Luogo, data / Place, Date

Unterschrift / Signature / Firma / Signature

**Berichtigung / Rectification:**

Leer lassen, wird von der Bank ausgefüllt / Laisser vide, à remplir par la banque / Lasciare vuoto, è riempito della banca / Leave blank, to be completed by the bank.

BC-Nr./No.CB: IBAN: 

Datum:  
Date:

Stempel und Visum der Bank:  
Timbre et visa de la banque: