

Operating regulations

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1. General information

1.1. Preamble

The following regulations govern the care of children in the daycare centres of the Chinderhuus Ebnet Association. These regulations are an integral part of the childcare contract, which is concluded between parents/guardians and the centre.

They regulate, among other things, responsibilities, competences, opening hours, quality features, the cooperation between the parents/guardians and the centre, costs and payment modalities, notice periods and data protection.

Changes to the regulations are possible with due consideration of the standard notice period.

1.2. Legal Basis

The Chinderhuus Ebnet Association is responsible for all the programmes offered by the Chinderhuus Ebnet. The Chinderhuus Ebnet is a non-profit organisation.

These regulations are based on the Cantonal Regulation on the Services for Family, Child and Youth Support Services (FKJV) of 24 November 2021.

1.3. Responsibilities

The Administration Department of Chinderhuus Ebnet is responsible for the registration process, all administrative matters and accounting. The Administration Department relieves the daycare centres from non-educational work and ensures a professional service for parents.

All daycare centres are run by qualified educational staff.

The operational management of all programmes is the responsibility of the institution management. A board elected by the general assembly is responsible for the strategic management from the Chinderhuus Ebnet Association.

2. Application and admission procedure

2.1. Application

Children are admitted and cared for from the age of 3 months until they have completed their kindergarten education. Admissions up to the age of leaving kindergarten are possible in exceptional cases.

Admissions are always handled by the Administration Department of Chinderhuus Ebnet. The educational staff is not responsible for administrative matters.

Chinderhuus Ebnet charges parents an administration fee when issuing a placement confirmation, which will be refunded after a childcare period of 3 months. In the case of a shorter childcare period, the full administration fee remains due and will not be refunded.

After application, there is no legal entitlement to admission or to any increase in the childcare attendance level.

2.2. Admission procedure

Parents will be informed by the Administration Department when the desired place becomes available. A written placement confirmation will be issued, which can be used to apply for a childcare voucher from the municipality of Saanen. The placement confirmation is time-limited and does not yet correspond to the contractual childcare agreement. The administration fee is charged at this time.

If a mutually signed childcare agreement is not reached within this period, the place will be reassigned.

2.3. Settling-in Period

The settling-in period lasts at least two weeks and always takes place in cooperation with the parents/guardians or, in exceptional cases, with close, primary caregivers. The site management decides on any extension of the settling-in period after consultation with the parents/guardians.

The contractually agreed childcare fee already applies during the settling-in period, as the place must be reserved and cannot be used for any other purpose.

In accordance with guidelines of Chinderhuus Ebnit, no children will be cared for in the daycare centre without a settling-in period.

2.4. Terms of Contract

The childcare agreement comes into effect upon mutual signature by both parties. Once signed, the childcare place is firmly reserved in accordance with the childcare agreement. There is no right of cancellation prior to the start of childcare.

Both contracting parties may terminate the childcare agreement by giving 3 calendar months' notice to the middle (15th) or end of the month (30th / 31st). The agreed parental contributions must be paid during the notice period.

If the childcare place is not used despite a contract having been concluded, the parents/guardians are obliged to observe the notice period in any case. In such cases, the childcare costs remain due.

Chinderhuus Ebnit reserves the right to terminate the childcare agreement without notice in the following cases:

- a) Incomplete or missing documentation required for calculating the childcare voucher,
- b) Non-payment of the monthly parental contributions,
- c) Repeated breaches of the applicable provisions of these operating regulations.

2.5. Childcare Vouchers

The Canton of Bern subsidises supplementary family childcare through a childcare voucher system. Within the Canton of Bern, parents/guardians can apply for a childcare voucher from their local municipality.

The childcare vouchers issued by the respective municipality are reflected on the respective invoice and deducted accordingly.

If the agreed childcare hours exceed the entitlement covered by the childcare voucher, the part that is not subsidised by the voucher will be charged at the full rate.

Any changes to the relevant childcare hours or a move (e.g. to another canton) may lead to an adjustment or even cancellation of the subsidy. Such changes must be reported directly to Chinderhuus Ebnit and the local municipality.

The respective tariff published by Chinderhuus Ebnit applies. The standard notice period remains in effect in all cases.

2.6. Invoicing

The childcare tariff published on the institution's website applies to the calculation of childcare costs. The tariff sheet is also an integral part of the childcare agreement.

The institution may adjust the childcare fee at the beginning of the calendar year or at the start of the new childcare period (1 January or 1 August). The parents/guardians will be informed of any fee increases 3 months in advance to allow sufficient time to meet applicable notice period.

Childcare costs and meals (parental contribution) are billed at a flat rate, regardless of the actual monthly childcare duration. This also applies irrespective of the days of the week and public holidays reserved and/or attended. The childcare fee is based on an even distribution of opening days across 12 months.

The parental contribution is invoiced by the Chinderhuus Ebnit Administration Department as a monthly lump sum at the beginning of each month, with a payment deadline of 20 days.

If payment is not received by the deadline, parents/guardians are automatically considered in arrears. Chinderhuus Ebnit will issue a first reminder 30 days after the invoice date. If payment is still outstanding, a second reminder will be sent 10 days later. From the second reminder onwards, a reminder fee of CHF 20.00 will be charged.

If both reminder periods expire without payment, debt collection proceedings will be initiated for all outstanding amounts, and the childcare agreement will be terminated.

2.7. Cooperation with Parents/Guardians

Important information for parents/guardians regarding daycare centre activities is always provided in writing. Information is sent by post or e-mail. Additionally, information will be shared on the information board at the respective daycare centre.

The development meetings with the parents/guardians usually take place once a year and are recorded in writing. The parents/guardians can decide whether they wish to participate in the meeting together. Individual meetings can only be held in justified exceptional cases.

3. Information and Instructions for Daycare Centres

3.1. Childcare Attendance Level

Chinderhuus Ebnit offers childcare placements ranging from 40% to 100%. In exceptional cases, children with a lower attendance level may also be accepted (e.g. due to social circumstances or specific professional situations). If, upon completion of the admission planning, there are gaps that cannot be covered by 40% of the childcare attendance level, lower attendance levels are possible.

An increase in the childcare attendance can be requested at any time using the designated application form. However, such an increase is only possible if places are available. The contractual notice periods apply to any reduction in the agreed childcare attendance level.

3.2. Extra Days and Additional Services

In consultation with the daycare centre management, additional childcare days or extended childcare hours can be arranged beyond childcare attendance level.

Additional, non-contractually agreed childcare services may be eligible for childcare vouchers, provided they fall within the eligible attendance level and are retroactively approved by the responsible local authority. Any portion of care not covered by a childcare voucher will be charged at the full childcare rate.

3.3. Opening Hours

Parents/guardians are informed about the detailed opening days, closing days, and drop-off and pick-up times through an information letter sent in the third quarter of the previous year. The information is also published on the website.

Chinderhuus Ebnit daycare centres are open for at least 240 days a year from Monday to Friday, with a minimum of 11.5 hours each day.

The daycare centres remain closed on federal and cantonal public holidays, as well as two during the spring holidays.

3.4. Childcare Modules

The following supervision modules can be selected per day:

Module	Attendance Level
Whole day	20%
Morning without lunch	10%
Morning with lunch	15%
Afternoon without lunch	10%
Afternoon with lunch	15%

3.5. Drop-off and Pick-up Times

Specific drop-off and pick-up times are provided on a dedicated information sheet available on the website and included with the childcare agreement. The drop-off and pick-up times may vary between different daycare centres.

To maintain a well-structured daily routine and ensure high-quality care, drop-off and pick-up times must be strictly observed.

Children will only be released to parents/guardians or persons registered and authorised by them. For security reasons, we reserve the right to request identification.

3.6. Handling Illness and Accidents

Children who are ill will not be cared for in the daycare centre. If the child falls ill at the daycare centre, parents/guardians will be informed. Sick children must be picked up from the daycare centre. Detailed information on the subject of illness can be found in the information sheet 'Sick Children in the Daycare Centre', available on our website.

Allergies and intolerances are discussed with the child's parents/guardians and clarified before the first day of care. These will be considered and accommodated whenever operationally possible.

Except in emergencies, medication will only be administered in consultation with the parents/guardians. Regular administration of medication requires a written agreement that clearly defines the necessary parameter.

We recommend that parents/guardians follow the vaccination guidelines issued by the Federal Office of Public Health (FOPH), particularly vaccinations against measles and whooping cough. These diseases can have a significant impact on the surroundings of the affected children. For this reason, we require a valid vaccination record upon entry to the daycare centre. Documentation of any booster vaccinations must be submitted to the daycare centre management promptly.

3.7. Holidays / Absences

Chinderhuus Ebnit does not grant any fee reductions for holidays or other absences, even if these extend over a longer period (e.g. stays abroad, extended travel, time spent at a second residence, etc.).

In the case of extended absences, the obligation to pay fees only ceases if the childcare place is formally cancelled in accordance with the applicable notice periods. After termination re-admission cannot be guaranteed.

3.8. Catering

Children receive breakfast, lunch, a morning snack, and an afternoon snack, depending on attendance level. Parents/guardians bring any baby food themselves. In this case, the catering fee will not be charged.

The kitchen at Chinderhuus Ebnet endeavours to use regional and seasonal products for the preparation of meals wherever possible.

3.9. Clothing, Nappies

Children wear seasonally appropriate and comfortable clothing at the daycare centre. Parents/guardians are also responsible for ensuring that the children have spare clothes, their own nappies, indoor shoes or non-slip socks, Wellington boots, and rain protection at the daycare centre.

4. Quality and Safety

4.1. Quality

Our daycare centres have a comprehensive and systematic quality management system. The educators are primarily responsible for the quality of childcare. Educational management is organised centrally.

Childcare activities are controlled and monitored by conceptual and procedural guidelines. These concepts and processes are continuously adapted to the ongoing developments.

Chinderhuus Ebnet has the 'QualiKita' quality label certification for all daycare centres. In addition, internal audits, observations, surveys of parents and staff are also conducted on a regular basis.

4.2. Safety

All facilities at Chinderhuus Ebnet have safety and emergency plans in place. Fire drills are conducted regularly with the staff and children.

All employees of the centre are regularly trained in emergency response courses.

4.3. Insurance and Liability

Parents/guardians are obliged to provide health, accident and liability insurance for the children. In the event of an accident during the time spent at the daycare centre, the insurance of the legal guardian is primarily liable.

No liability is accepted for the children's clothing and personal belongings.

4.4. Handling data

Chinderhuus Ebnet complies with the regulations of the Cantonal Data Protection Act.

4.5. Internal Reporting Office

Chinderhuus Ebnit has an internal reporting office that serves as a point of contact for individuals who notice incidents of violence or signs of abuse in the daycare centre. Reports are handled externally, outside of the daycare centre.

Suggestions or complaints may be directed to the daycare centre management. Alternatively, complaints can also be submitted to the Health and Integration Directorate of the Canton of Bern.