



Operating Rules

Group Babilou Switzerland Children's World Ennetbaden

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2. KINDERGARTEN

The Children's World Ennetbaden kindergarten has an operating license issued by the city of Baden Fachstelle Kinder & Familien und BKS office (Bildung, Kultur und Sport) for the intake of up to 30 children. The kindergarten welcomes children from 3,5 years old up to the second year of kindergarten. We follow the cantonal program for kindergarten education and are recognized in doing so. On top of the official regular program, the children evolve in a bilingual (German/Swiss German and English) environment thanks to the daily presence on site of professionals who communicate only in English throughout the day. Montessori educators are responsible for integrating the principles, guidelines and attitudes into our daily activities.

The modern, bright premises are located in a housing area, near the Limmat river and about 10 minutes' walk from Baden railway station.

Through our conscious and sustainable education approach, we prepare children to thrive and to contribute to the world of tomorrow as responsible and independent human beings. It is also a place of awakening, relaxation, integration and social experiences for the child and his family. The kindergarten has its own educational project which is more broadly in line with the values and principles of the Babilou group (see general conditions for more details).



Eco-Schools, Purzelbaum: in process



3. PEDAGOGICAL PROFESSIONALS

3.1. MANAGEMENT OF THE KINDERGARTEN

The kindergarten is placed under the authority of the kindergarten management team (Head of kindergarten and deputy head of kindergarten). The management ensures the proper functioning of the kindergarten, welcomes and informs the families, guides the pedagogical team and ensures the well-being of the children enrolled. The management is committed to the implementation and respect of these kindergarten Rules.

3.2. THE PEDAGOGICAL TEAM

The supervision of the children is ensured by professionals meeting the requirements of the local (cantonal and municipal) and authorities.

Professionals look after the physical and mental well-being of the children entrusted to them, by offering them various activities adapted to their age. The pedagogical staff promotes experiences and learning and accompanies the children towards autonomy. They guide each child in his discoveries and remains available and attentive to his needs and requests, while setting up a centered and reassuring framework, necessary for his development.

3.3. THE PEDAGOGICAL CONCEPT

The pedagogical concept is a document, available on request, resulting from teamwork between the management of the kindergarten, the educators of the site as well as our pedagogical and quality referents who work for the entire network. This describes the values and the context in which the children are welcomed as well as the objectives chosen to support the children and their families, the tools and means to prevent them.

4. OPENING HOURS

4.1. OPENING HOURS

The Children's World Ennetbaden is open Monday to Friday, from 7:30 a.m. to 6:00 p.m.

4.2. DROP-OFF AND PICK-UP TIMES

Parents are asked to respect the opening and closing times of the kindergarten, as well as the periods reserved for the drop-off and pick-up times of children. Indeed, these schedules are points of reference for the child and allow the daycare center to operate in good conditions.

Drop-off: Children should arrive before 8:15 am in the morning.

Pick-up: We ask parents wishing to benefit from a time of exchange with the pedagogical educator of their child to arrive at the latest 15 minutes before the end of care of their child. When leaving the kindergarten, we also ask parents to clearly indicate to the pedagogical team that their child is now going home.

The table below summarizes the time slots for drop-off and pick-up time defined:

Daycare contract	Drop-off	Pick-up
Whole day	7 :30 a.m. – 8:15 a.m.	From 4:30 p.m.
Morning with meal and break time	7 :30 a.m. – 8:15 a.m.	From 12:00 am, 1:00 pm and 2:00pm
Afternoon	From 12:00 am, 1:00 pm and 2:00pm	From 4:30 p.m.

4.3. ANNUAL CLOSING DAYS

Children's World Ennetbaden closes its doors at different days and times during the year:

- Good Friday
- Easter Monday
- Easter break (One week)
- Ascension Thursday and Friday
- Whit Monday
- Corpus Christi
- Summer break (Two weeks)
- National Day (01.08)
- Autumn break (One week)
- Christmas break (One week)

Please refer to the "Annual Plan" for the exact dates. The plan is communicated to parents at the beginning of each school year and available on our website.

5. KINDERGARTEN CONDITIONS FOR YOUR CHILD

5.1. CHILD RECORD

By the first day of familiarization at the latest, parents must have submitted the following documents:

- The child's medical form attesting to community life, drawn up by a pediatrician or family doctor
- A copy of the child's health and accident insurance card or contract
- A copy of the civil liability insurance (RC) of the household
- A copy of the child's vaccination record
- The signing of these rules and regulations

These documents must be updated at the beginning of each calendar year and at any time, if any changes take place, and submitted to the management of the kindergarten.

5.2. REGISTRATION PROCEDURE

Here are the main steps of a child registration procedure. This can take place at any time for a start throughout the year and at any age, depending on availability. We don't have fixed "starting" dates and accept registrations at any time.

1. Initial visit request via our web form by parents
2. Scheduling and visit of the kindergarten
3. Confirmation of interest on the parents' side in writing for specific days
4. Confirmation of availability
5. An online link with a registration form is to be completed by parents
6. Contract is drafted
7. The family has 5 calendar days to return the signed contract (after which the availability offered will no longer be guaranteed)
8. The payment of the processing fee
9. The contract will then be countersigned and sent back to the parents
10. The invoices corresponding to the first 2 months of kindergarten will be sent
11. A contact will be made shortly before the start of the kindergarten contract to arrange for details

5.3. CHILD'S ATTENDANCE

Minimum attendance for kindergarten children by law are 4 mornings and 2 afternoons.

For pre-kindergarten kids, we ask for a minimum of 3 days per week.

6. LIFE AT THE KINDERGARTEN

6.1. MEALS / FOOD

- All our meals are freshly prepared on site and suitable for children. They are seasonal and local whenever possible.
- The menus of the week are communicated each week.

- On request, cakes can be ordered by the parents (for special events like birthdays and departures).
- No food brought by parents will be accepted at the kindergarten.
- For more information, refer to the document “Nutrition and kitchen hygiene concept”.

6.2. REST TIME

A rest time is offered every day to all children, regardless of age. During this time, stories are being read aloud in German or English for a calm.

6.3. MOBILE APP

We use a mobile application as the preferred means of communication between the kindergarten and the families. We thank parents for downloading it in order to take advantage of the news and features. Each child welcomed has an identifier linked to their group and families receive a child identifier key to connect and link to the profile of their child(ren). Several user accounts can be linked to a child. Several children can be linked to a user account.

In order to protect everyone's image, we remind you that it is forbidden to save or share photos where children other than your own child are recognizable. Measures will be taken if this is not respected.

The application and its use comply with the General Data Protection Regulation (GDPR).

7. HEALTH PROMOTION AND ILLNESS PREVENTION

7.1. PREVENTION

Before dropping off your child at the kindergarten, it is important to consider his general physical condition, in order to ensure that he is able to follow the program and the routine of the day. If your child already has a fever at home, they should stay at home and come back to the kindergarten after 24 hours without fever.

Any health problem, even slight, must be systematically reported by the parents when the child arrives.

In the event of the onset of fever, the parents are systematically notified. If this is greater than or equal to 38.5 degrees and depending on the general condition of the child, parents are asked to pick up their child as soon as possible. In the event of an emergency or if it is impossible to reach the parents, the management will take all necessary measures. Any costs incurred are the responsibility of the parents.

7.2. ILLNESS

In the event of illness, the child is generally not welcomed in a collective environment for several reasons:

- A sick child must be able to benefit from supervision adapted to his condition, namely calm and special attention.
- A sick child is temporarily unable to participate in or enjoy the activities offered.
- The decision whether to take in a sick child should not interfere with the quality of care offered to other children.
- As an employer, we also have a duty to look after the health of our professionals and to offer them a healthy workplace, just as we look after the general health of all the children cared for.

The management of the kindergarten and the pedagogical team are empowered to judge the state of health of a child and his compatibility with the life of the kindergarten. As such, it is up to him to accept or refuse the kindergarten of the child within.

For greater clarity, a list of illnesses admitted in the kindergarten has been drawn up and appears in the Appendix to this document, based on the recommendations of the cantonal doctor.

7.3. SITUATIONAL ADMINISTRATION OF MEDICINE AND CREAMS

The pedagogical team is authorized to administer the medications and creams available in the kindergarten to the children on a situational basis (e.g. treatment of a fall that occurs during the day and whose severity does not require a visit to the doctor or hospital). The exception is when the parents have submitted in writing that they will not tolerate it. Our medicines and creams are based on the recommendations of the kindergarten referent doctor and the cantonal doctor.

7.4. ADMINISTRATION OF MEDICATION - ON PARENTS' REQUEST

The pedagogical team will administer medication only if the parents have filled out the form "Authorization to Administer Medication" for their child (see attachment). The medication will be refused if it does not have an official label from the pharmacy or attending physician in the child's name (date & signature). If the team determines that a child is regularly taking the same medication, the kindergarten site management reserves the right to contact your child's pediatrician or primary care physician to verify their prescription.

7.5. MEDICAL EMERGENCY

In the event of an emergency, the parents delegate their power to the management of the kindergarten, which takes the liberty of calling on the reference medical practice (Dr. Karl Krümmer, Pediatrician). The parents (or the persons to be notified in the event of an emergency – see *Appendix*) are notified and asked to join their child. Each child is covered by their health and accident insurance.

If your child is taken care of by an ambulance, the transport costs are the sole responsibility of the parents. In the event that the parents are unable to be present during the evacuation, a member of the team will accompany the child to the hospital.

7.6. COLLABORATION WITH EXTERNAL NETWORKS

Families who encounter temporary difficulties will find support from the pedagogical team and the management team. In specific situations, the Head of kindergarten may call on external partners, such as psychologists, child psychiatrists, pediatricians, etc. Any contact will be made with the prior consent of the parents.

In case of suspicion of mistreatment, the Head of kindergarten will report the case to the competent authorities according to the procedure enforced in the canton.

7.7. WELCOMING A CHILD WITH SPECIAL NEEDS

The management of the kindergarten and the child's physician will assess the child's special need(s) (disability, diagnosed delay, etc.) in relation to community life and daily routine at the kindergarten. Based on the assessment and the possibility of the kindergarten, the team will do its best to care for the child in optimal conditions.

8. PRACTICAL ARRANGEMENTS

8.1. CLOTHING AND PERSONAL EFFECTS

Parents are asked to dress their child in a practical way and according to the seasons and to bring spare underwear and clothes (hat, gloves, jacket, snow clothes and shoes, rain clothes, cap and sunglasses). A pair of slippers and rain boots for children who have learned to walk are also mandatory.

Clothing, as well as the child's personal items (teddy bears, etc.) must be marked with the child's name.

Your child's kindergarten declines all responsibility in the event of loss, theft or damage to children's personal items, including glasses, jewelry and toys.

8.2. HYGIENE

Outside the entrance area, anyone entering the children's living areas must wear the overshoes made available to them in the entrance hall.

8.3. SECURITY

- The premises are door locked.
- Parents should remain outside.
- Children remain under the responsibility of their parents as long as they have not been welcomed by a collaborator, and as soon as they have resumed contact with them at the time of departure. They must therefore remain vigilant about their safety.
- No animal is tolerated in the kindergarten, except guide dogs, for reasons of hygiene and safety.
- Due to the risk of accident, the wearing of jewelry is prohibited for children (chains, medallions, earrings, etc.). If necessary, parents are asked to sign a waiver (see *Appendix*).
- For pedagogical and safety reasons, parents cannot offer to the professionals working at the kindergarten to care for their child outside their working hours.

9. AUTHORIZATIONS

9.1. DEPARTURES / PICK UP TIMES

When leaving the kindergarten:

- Children are only entrusted to persons designated and authorized during registration (see form "Authorization to entrust the child to a third party" in the *Appendix*). No minor will be allowed to pick up a child.
- In the exceptional case where an unscheduled person has to pick up the child, one of the two legal guardians must notify the management of the kindergarten by telephone and send an email mentioning the identity of the person and the time at which this person will be authorized to withdraw the child. When presenting themselves, this person must provide a valid identity card or passport.
- The child can only be accompanied and picked up within the confines of the building. No arrival or departure is authorized during outings.
- When the management of the kindergarten considers that handing over the child is likely to put him or her in danger, he may refuse to hand over the child.

9.2. IMAGE RIGHTS

By signing their child's contract, parents automatically authorize the educational team to film and photograph their child as part of the activities offered. Photo and video media are subject to internal use. Photos of the kindergarten or activities on which no child is recognizable may be used for external use.

In the event of a categorical refusal to allow their child to be photographed or filmed, the parents must inform the management of the kindergarten in writing (by post or email), precisely indicating the surname and first name of their child. A written confirmation of the good reception of the family's wish will be sent and will thus ensure the dissemination of the information to the team.

9.3. ORGANIZED OUTINGS

Outings, outdoor games and walks play an important role in the life of the kindergarten and provide the child with the opportunity to discover the outside world.

By signing the registration form and the contract, parents acknowledge that they are aware of the fact that these outings can be done on foot or by public transport and authorize their child to participate. Under no circumstances do the supervising staff use private means of transport.

10. MISCELLANEOUS

10.1. PARKING

For the entire residential complex, there are three visitor parking spaces and two short-term parking spaces available. Parking in the Postplatz area is not permitted. We encourage parents who live nearby to walk to the kindergarten or to use the *Zentrum* parking garage.

10.2. QUESTIONS AND COOPERATION WITH PARENTS

We want to build a collaboration and a bond of trust with each family, so we encourage moments of sharing. As a result, the parent can request an interview at any time:

If your questions concern the care of your child, we invite you to first contact your child's pedagogical team directly or their group leader.

If your questions concern the educational program or the general operations of the kindergarten, we invite you to contact the Head of kindergarten.

If your questions concern the administrative aspect, please address your questions directly to the General Administration.

10.3. DISPUTES

In the event of a dispute between the parents and the pedagogical team, it is the responsibility of the Head of kindergarten to act as an arbitration body.

In the event of a dispute between the parents and the Head of kindergarten, it is the responsibility of the Operational & pedagogical Management to act as an arbitration body.

The kindergarten also provides families with a complaint form if necessary (see appendixes).

10.4. AMENDMENTS OF THE OPERATING RULES

The General Direction reserves the right to modify these rules at any time. For changes relating to the essential objects of the contract, a period of two months for the end of a month will be respected. Parents will be notified in writing.

CHILDREN'S WORLD ENNETBADEN - OPERATING RULES

☐ By checking this box, I acknowledge having read the operating rules of the Children's World Ennetbaden to which I am registering my child.

(Last name, First Name)

The signing of the operating rules implies acceptance of them; in the event of non-compliance with the rules by the family, the childcare contract may be terminated without delay.

Done in 2 copies at, on

(1 copy will be kept within the daycare center and 1 other will be given to the parents)

The family,

The legal representative(s) ("Read and approved" + surname first name + signature)

11. APPENDIX

ERLAUBNIS, DAS KIND EINER DRITTEN PERSON ANZUVERTRAUEN / PICK-UP AUTHORIZATION

Wir, die Unterzeichnenden / *We, the undersigned* _____
ermächtigen das Personal des Kindergartens, unser Kind einer der unten genannten volljährigen
Personen anzuvertrauen: *Hereby authorize the kindergarten staff to entrust our child to one of the*
legally aged persons listed below:

Name und Vorname des Kindes <i>Child's first and last name</i>	
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Name und Vorname / <i>First and last name</i>	Telefonnummer / <i>Telephone number</i>	Adresse / <i>Address</i>

Fügen Sie Kopien der Ausweise der im Formular genannten Personen bei.

Please attach a photocopy of the above-named person's identity card

**Diese Personen müssen jedes Mal einen Ausweis mit sich führen, wenn sie im Kindergarten
erscheinen, um das Kind abzuholen. *The people listed above may be asked to present their identity
card each time they come to collect the child.***

Datum und Unterschrift der gesetzlichen Vertreter mit dem vorangestellten Vermerk "gelesen und genehmigt". <i>Date and signature of legal guardian, preceded by the words "Read and approved"</i>	
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NOTFALLKONTAKTE / EMERGENCY CONTACTS

Name und Vorname des Kindes <i>Child's</i> First and last name	
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Name und Vorname der Kontaktperson First and last name of person to contact	
Telefonnummer Telephone number	
Verwandtschaft – Beziehung Family relation	
Personalausweisnummer ID Card number	

Name und Vorname der Kontaktperson First and last name of person to contact	
Telefonnummer Telephone number	
Verwandtschaft – Beziehung Family relation	
Personalausweisnummer ID Card number	

Name und Vorname der Kontaktperson First and last name of person to contact	
Telefonnummer Telephone number	
Verwandtschaft – Beziehung Family relation	
Personalausweisnummer ID Card number	

Datum und Unterschrift der Erziehungsberechtigten Date and signature of legal guardians	
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EINVERSTÄNDNIS ZUM TRAGEN VON SCHMUCK / LIABILITY RELEASE FOR THE WEARING OF JEWELERY

Wir, die Unterzeichnenden / *We, the undersigned* _____
erklären, dass wir uns dafür entschieden haben, dass unser Kind Schmuck (Halskette, Armband, Ohrringe usw.) trägt, und entbinden Babilou Switzerland von jeglicher Haftung bei Verlust und/oder Unfällen, in die Dritte verwickelt sind oder nicht. *Hereby declare that it is our choice to allow our child to wear jewelry while attending kindergarten and that we take the full responsibility in case of loss / accident involving or not a third party.*

Name und Vorname des Kindes <i>Child's first and last name</i>	
Datum und Unterschrift der Erziehungsberechtigten mit dem vorangestellten Vermerk "gelesen und genehmigt". <i>Date and signature of the legal guardians, preceded by the words "Read and approved"</i>	

MEDIZINISCHES DATENBLATT / MEDICAL CERTIFICATE

Ein qualifizierter Arzt muss das Formular ausfüllen. Die Untersuchung darf höchstens drei Monate vor dem Eintritt in den Kindergarten durchgeführt werden. *A qualified licensed physician must complete this form. The exam must be done no longer than 3 months before entry into the kindergarten.*

Name und Vorname des Kindes <i>Child's name and surname</i>	
Geburtsdatum <i>Date of birth</i>	
Allergien <i>Allergies</i>	☐ Keine /None ☐ Lebensmittel /Food _____ ☐ Insekten /Insects _____ ☐ Medizin /Medicine _____ ☐ Sonstiges /other _____
Allergische Reaktion <i>Type of allergic reaction</i>	
Erforderliche Behandlung <i>Response required</i>	☐ Keine /None ☐ Feniallerg Tropfen /drops _____ ☐ Creme oder Gel /Creme or gel _____ ☐ Epipen _____ ☐ Sonstiges /other _____
Kontraindizierte Medikamente <i>Medicine not recommended</i>	
Befindet sich das Kind derzeit in Behandlung? Wenn ja, welche? <i>Currently does your child take medicine for a specific health condition? If yes, which one?</i>	
Kommentare <i>Comments</i>	
Name - Vorname und Kontaktdaten (Adresse und Telefon) des Kinderarztes <i>The paediatrician's name and surname + contact information (address and phone number)</i>	

Ich erkläre, dass alle oben eingegebenen Informationen zutreffend sind, habe das oben genannte Kind untersucht und für gesund befunden / *I certify that all of the information entered above is accurate, that I have examined the above child and found him/her in good health:*

Ort, Datum / *Place, date* :
 Stempel und Unterschrift des Kinderarztes / *Stamp and Paediatrician's signature*:

GENEHMIGUNG ZUR VERABREICHUNG VON MEDIKAMENTEN / ADMINISTRATION OF MEDICATION

Wir, die Unterzeichnenden / *We, the undersigned* _____
ermächtigen das diplomierte Betreuungspersonal, unserem Kind das folgende Medikament zu verabreichen / *Authorise the qualified staff to administer the following medication to our child :*

Zeitraum: Von ... bis ... <i>From (date) ... to ...</i>	
Name und Vorname des Kindes <i>Child's first and last name</i>	
Gruppe / Group	
Name des Medikaments <i>Name of medicine</i>	
Dosierung <i>Dosage</i>	
Häufigkeit und Zeitpunkt der Verabreichung <i>Frequency and time to be given</i>	
Datum und Uhrzeit der letzten Verabreichung zu Hause <i>Date and time of last dosage given at home</i>	
Datum und Unterschrift der gesetzlichen Vertreter <i>Date and signature of the legal guardians</i>	

Soweit möglich, werden Medikamente von den Eltern verabreicht.
Whenever possible, all medication is to be administered by parents.

Datum und Uhrzeit / <i>Date and time</i>	Verabreichte Menge / <i>Quantity given</i>	Reaktion des Kindes / <i>Child's reaction</i>	Unterschrift der verabreichenden Person / <i>Signature of the person who gave medication</i>

Dieses Formular wird zur späteren Bezugnahme in der Akte des Kindes aufbewahrt.
This form is kept in the child's file for future reference.

LIST OF COMMON DAYCARE ILLNESSES

Illness	In which case can my child be welcomed in a collective environment?
Sore throat	Absence of fever and good general condition
Strep throat	24 hours after the 1st intake of the treatment, absence of fever and good general condition
Epidemic conjunctivitis	Exclusion - return according to specialized medical opinion
Fever	After 24 hours without fever and good general condition
Gastroenteritis and gastritis	48 hours after complete absence of the major symptoms (liquid and excessive stools; vomiting) and good general condition
Flu	Absence of fever and good general condition
Molluscum / Contagious viral diseases	Good general condition
Thrush	Good general condition
Mumps	Good general condition. Please notify the Director of the daycare center if your child is not vaccinated.
Lice	In order to guarantee the healthiest possible reception environment, the educational team will systematically return any child with lice or nits upon arrival at the institution. The child may return to the daycare if treatment is undertaken.
Measles	Return after 4 days from the onset of the rash and good general condition. Please inform the Director of the daycare center if your child is not vaccinated.
Rubella	Disappearance of symptoms and good general condition. Please notify the Institutional Head if your child is not vaccinated.
Roseola or 3-day fever	Good general condition.
Scarlet fever	24 hours after the start of treatment and good general condition
" Hand-Foot-Mouth" Syndrome	Good general condition
Chickenpox	Good general condition (no treatment will be administered by the nursery: creams, whitewashes)
Fifth Disease	Good general condition.

As long as the children show contagious symptoms, they remain at home for the protection of the other children and the educators. A return can only take place when a child is no longer contagious.

This non-exhaustive list of the most common illnesses in kindergarten is taken from "Les recommandations romandes et tessinoises d'éviction (pré)scolaire pour maladie transmissible" approved by the cantonal doctors.

BESCHWERDEFORMULAR / COMPLAINT FORM

Vor- und Nachname des Kindes / <i>Child's first and last name</i>	
Kiga / Kindergarten	
Gruppe / Group	
Datum / Date	
Name des Klägers / Name of person <i>who filed the grievance</i>	

Beschreibung des Problems / Description of problem

Datum und Unterschrift des Klägers / <i>Date and signature of the person who</i> <i>filed the grievance</i>	
Datum und Unterschrift der Leitung der <i>Einrichtung / Date and signature of the</i> <i>daycare director</i>	

FEES

FEES	Treatment fee per child (1st)	From the 2nd child (simultaneous registrations)
Ennetbaden	CHF 800	CHF 400

Payable 1x, upon registration. The preferential rate (from the 2nd child) only applies when registrations are made simultaneously (daycare center and signature of the initial contract). Ex. For simultaneous registration requests of 2 children then the processing fee will amount to CHF 1200 in total.

Per child / Per month	3	3 ½	4	4 ½	5
Regular rate	CHF 1536	CHF 1708	CHF 1840	CHF 2007	CHF 2140

Monthly rate, payable 12 x per year.

Per child / Per day	Full day	Half-day (afternoon without meal)
Extra days	CHF 130	CHF 60

These monthly rates and extras do not take into account any special discounts or possible cantonal or communal subsidies.

Please refer to the annual schedule of the kindergarten for the precise closing days of the year. The above-mentioned monthly costs are due per month, 12 times during the year, independently from the closing days of the structure.

In order to confirm the reservation of a place, at the signing of the contract, we require the advance payment of the first two months of regular boarding (non-refundable).

The days of absence - planned or unplanned - are neither refunded nor exchanged. The same applies to public holidays and other closing days according to the annual calendar of the kindergarten.

Kindergarten contracts can start anytime during the school year but the official starting date is August.

The minimum attendance is 4 mornings and 2 afternoons.

Children who attend a public kindergarten may also book afternoon care with us as an additional option, even if their attendance is below the minimum attendance requirement.

Pre-Kindergarten kids can start anytime during the school year as well with a minimum attendance of 3 days.

Siblings discount - see Terms & Conditions for details

Discounts for families with more than one child under contract in our network at the same time are applied, as described in our general conditions, i.e. 15% for the second child then 25% for the following child(ren). Discounts are applied to the eldest.

Extra Days - see Terms and Conditions for details

Extra days are invoiced at the above-mentioned extra days rate.

Late payment – see Terms and Conditions for details

In the event of late payment, reminder fees will automatically be billed to the family: CHF 20 for the first reminder and CHF 40 for the second reminder.