



## Terms of use flexible childcare **juggleHUB Coworking**

Berlin, July 23, 2020

### **1. General**

juggleHUB offers its members, clients, event coordinators and their participants flexible on-site childcare. Our childcare service may only be used by a legal guardian in combination with a coworking membership, day pass or during the coordination or participation of an on-site event.

Our childcare is suitable for kids aged 6 months to 5 years. Exceptions can be made upon request.

### **2. Reasons for the use of our flexible childcare service**

Our flexible childcare service aims to fill the gap during job or childcare-related emergencies, during closing hours of your regular daycare facility, to ease the transition back into work life after giving birth or during your daycare facilities holiday.

### **3. Conditions for use**

There are six childcare spots available at a time. To secure a spot, it is mandatory to pre-book online or by phone 2 days prior and receive a confirmation of the juggleHUB team. Spontaneous visits are also possible, but have to be confirmed by a juggleHUB team member via telephone or online. There is no guarantee for a spot without prior booking.

Your child must be free of symptoms for a cold, fever and any infectious diseases. In the case that a child develops a fever while in our care, he or she must be picked up and taken home immediately.

Parents are obligated to stay on-site. They are free to see their child to nurse, console, accompany their child to the toilet and eat together in the members kitchen.

Childcare can only be booked in combination with a coworking desk or during the hosting or participation of an event in our space.

Childcare hours may generally not exceed 15 hours per week. Exceptions can be made for a limited period of time.

Parents must provide proof of the mandatory measles vaccination in form of a copy of the vaccination record. We recommend having all standard vaccinations as outlined on the [RKI website](#).



#### **4. Childcare personnel**

The children are cared for by a constant team of caregivers. We require each employee to provide a certificate of conduct, a certificate of completion of a baby and child first aid course, references and/or relevant experience or professional training in the early education field.

One employee cares for up to three children. If more than three children are present, a second staff member will join. We currently do not take more than 6 children at a time.

Each caregiver has fixed shifts either in the morning (9 am – 12:30 pm) or afternoon (12:30 pm – 5 pm). This allows parents to plan their sessions accordingly and makes it easier for children to build a relationship with the caregiver.

#### **5. Location of childcare**

Childcare takes place in the juggleHUB Coworking Space. We have a lovingly designed, safe, child-friendly play room, which is located next to, but separate from the coworking and event area. Parents will be able to interact with their children throughout the day and whenever the need arises.

If the weather allows it, the caregivers take the children to the nearby playgrounds. Parents need to provide a written permission which will be asked for during the registration process.

#### **6. Childcare times and registration**

##### Times:

Childcare times are from Monday to Friday, 9 am – 5 pm.

There are 4 different groups:

**Group 1:** Mo, We, Fri 9:00 am until 12:30 pm

**Group 2:** Mo, We, Fri 1:30 pm until 5:00 pm

**Group 3:** Tue, Thur 9:00 am until 12:30 pm

**Group 4:** Tue, Thur 1:30 pm until 5:00 pm

Between 12:30 pm and 1:30 pm there is no childcare. During this time we clean and disinfect all surfaces and toys. If your child needs to sleep and you want to keep working during nap time, feel free to use our Nap Room with a babyphone.

##### Registration:

It is mandatory to pre-book online or by phone 2 days prior to the childcare session and receive a confirmation of the juggleHUB team. Spontaneous visits are also possible, but have to be confirmed by a juggleHUB team member via telephone or online. There is no guarantee for a spot without prior booking.



## 7. Prices, payment and cancellation

### Prices:

We offer childcare in combination with an existing membership as well as combined coworking-&-childcare options

Parents have three options for childcare bookings:

1. They pay a fixed monthly fee for the childcare spot in a group. In case of increased childcare needs, they can also reserve spots in several groups.
2. They pay a weekly fee and can join a group at the beginning of each week for the whole week (or 2 or 3 weeks until the next month) if there are spots available
3. They book single time blocks (3,5 hours) for the morning or the afternoon group if there are still spots available.

Costs for the flexible options are higher than for the monthly option. All current prices are listed on <https://jugglehub.de/childcare/?lang=en>

Payments can be made via PayPal, Direct Debit or bank transfer. All childcare hours must be paid prior to the first session.

### Cancellations:

#### *Monthly bookings:*

Cancellations can be made until 7 days prior to the first childcare session of the month. After that the monthly fee will be due in full.

If parents can't make it to a session, they have limited options to reschedule:

- For groups 1 and 2 (3 days/week) up to two sessions per month can be rescheduled.
- For groups 3 und 4 (2 days/week) one session per month can be rescheduled.

If parents wish to reschedule, they have to inform the juggleHUB team until 6 pm on the day prior to the session. Costs for unused sessions will not be refunded.

#### *Weekly bookings:*

Cancellations for a full week can be made until Friday 6 pm prior to the booking. After that the weekly fee will be due in full.

#### *Single booking:*

Cancellations can be made 1 day prior to the booking until 6 pm. After that the fee will be due in full.



*Rescheduling in case of sickness:*

In case the child falls ill and parents have to cancel, we'll add 50% of the lost childcare time to their account so they can use it at a later time, provided they present a doctors note. Costs for unused sessions will not be refunded.

juggleHUB reserves the right to cancel childcare sessions in case of illness of our staff. In this case purchased childcare hours will be refunded or can be used at a later time. We are not liable for any financial consequences (e.g. client is not able to finish a business project on time) or other disadvantages that the cancellation of the childcare session causes on the client's side.

**8. Educational concept**

Next to the parents' need for short-term childcare, the need of the child for continuity, security and education is just as, if not even more important. Knowing that your child is lovingly cared for and happy gives you the peace of mind to work productively and efficiently.

**9. Nap time**

We do not have a fixed naptime in our schedule. Your child's need for quiet time or nap time should be communicated to our staff and they will try to accommodate it. For this purpose we have a nap room which is adjacent to the play room and is furnished with sleeping mats, a crib and even a sleeper chair for adults. Blankets, pillows and sheets must be provided by the parent for their children.

**10. Insurance, liability**

Since we are not a regular childcare facility bound to the rules and regulations of the state and do not need a permit of operation, the law does not require us to provide accident insurance. We highly recommend taking out an accident insurance for your child/ren. In the case that a child is injured or hurt while in our care the child's health insurance goes into effect. juggleHUB and its staff are not liable for any damages or loss of items before, during or after the childcare session. Liability remains intact without restriction for damages arising from injury to life, limb or health, in all cases of malicious intent and gross negligence.

**11. Severability clause**

If any term of this Agreement, the juggleHUB General Terms and Conditions or contracts with juggleHUB is to any extent invalid, illegal, or incapable of being enforced, such term shall be excluded to the extent of such invalidity, illegality, or unenforceability; all other terms hereof shall remain in full force and effect. The invalid, illegal or unenforceable term or parts thereof shall be replaced as such to ensure the intent and economic success of both parties; the same holds true in case of a gap. Should current laws require the adjustment or change of any terms of this contract, both parties agree to replace the old term with the new law until a new term has been agreed upon.