



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

### 1. General

juggleHUB offers its members, clients, event hosts, and participants flexible on-site childcare during the official Berlin school holidays and bridge days. An exception are the Christmas holidays during which the juggleHUB remains closed. Depending on the number of childcare requests, the childcare schedule may be extended past the official school holiday schedule.

Our childcare service may only be used by a legal guardian in combination with a coworking desk, 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 work or childcare-related emergencies, while waiting for a regular daycare spot, during the closing times of your regular daycare facility, to ease the transition back into work life after giving birth, or during the daycare facilities holiday.

### 3. Conditions for use

#### 3.1. Booking on time

Currently there are six childcare spots available. To secure a spot, it is necessary to book online through your Cobot account, which we will set up for you when you sign up. The booking must be made at least 36 hours prior to the beginning of the session (For example, a session on Tuesday from 9 am to 1 pm must be booked by Sunday at 9 pm). Depending on availability, short-notice bookings are possible, but have to be confirmed by a juggleHUB team member via telephone or email prior to your visit. There is no guarantee of a spot without a prior booking.

#### 3.2. Illness

In the case of a cold without other signs of illness, a slight or occasional cough, scratchy throat, or medically proven underlying diseases such as asthma, children may attend the juggleHUB childcare.



With a fever of 38 degrees or more, cough, diarrhea, vomiting, and loss of taste or smell (symptoms that may also indicate a Covid-19 illness) or other symptoms of illness, the following applies: Parents must get the symptoms cleared by a doctor. Until then, the child may not be brought into our care. The child may return when he or she has been free of fever for at least 24 hours and is in good general health.

We reserve the right to deny childcare or have a child picked up early, if we feel the child is showing signs of illness or is simply not feeling well. In this case the booked hours will not be refunded.

### 3.3. Presence of Parents

Parents are obligated to stay on-site. They are free to see their child to nurse, console, accompany their child to the toilet, or eat together in the community kitchen. Childcare may only be booked in combination with a coworking desk or during the hosting or participation of an event in our space. If you need to leave the premises to buy food or run a brief errand, please inform the childcare team and make sure you are reachable by mobile phone.

### 3.4. Proof of vaccination

Depending on the age of the child, parents must provide proof of the mandatory measles vaccination in the form of a copy of the vaccination record. The first vaccination should be given between the completed 11th and 14th month (at the earliest at 9 months, if, for example, there is a risk of infection or the child is cared for in a childcare facility). The second vaccination is given before the second birthday at the latest. We recommend having all standard vaccinations as outlined on the [RKI website](#).

### 3.5. Duration of childcare

Childcare hours may generally not exceed 15 hours per week. Exceptions can be made for a limited period of time of up to 4 weeks, e.g. during the closing times of the regular daycare facility. Our flexible childcare service is not a long-term replacement for a regular daycare facility (KiTa, Tagespflege).

## 4. **Childcare team**

The children are cared for by our team of permanently employed caregivers. We require each caregiver 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 designated shifts either in the morning (9 am – 1 pm) or afternoon (1 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 playroom, 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, but are discouraged from entering the childcare room unannounced or without being called by us, as this interferes with the children's routine and our staffs work.

If the weather and the situation allows it, the caregivers may take the children to nearby playgrounds (no guarantee). Parents must provide written permission which will be asked for during the registration process.

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

### **6.1. Times:**

Childcare times are from Monday to Friday, 9 am – 5 pm. The minimum booking time is 2 consecutive hours. During the settling-in period, shorter booking times are also possible by arrangement.

### **6.2. Registration:**

To book a spot in our childcare, online registration (Cobot) is required. Registration by phone or email is possible but requires a subsequent booking in the booking system. Registration must be made at least 36 hours before the start of childcare. In case of non-registration or late registration, there is no guarantee for a place in childcare. If you decide to use the childcare at short notice, you can only do so after prior consultation with and confirmation by the juggleHUB team.

## **7. Prices, payment, and cancellation**

### **7.1. Prices**

Childcare can be booked as an add-on to a coworking membership or as a combination package with a desk (no coworking membership required). Hours (in form of booking passes) can be purchased individually or in 20- and 40-hour packages. Childcare for siblings is available at a reduced rate. The current prices can be found on our website: <https://jugglehub.de/kinderbetreuung/>



#### 7.2. Payment

Payments can be made via PayPal, Direct Debit, or Stripe through your Cobot account. All childcare hours must be paid prior to the first session.

#### 7.3. Cancellations

Bookings can be cancelled or altered, free of charge, up to 18 hours before the start of a booking. After that, changes are no longer possible. A refund of booking passes for bookings that were cancelled too late or not used is not possible.

#### 7.4. Reimbursement in case of sickness

In case the child falls ill and parents can not cancel on time, we will refund 50% of the booking passes to their account to be used at a later time, provided they present a doctor's note. We do not reimburse the cost of unused booking passes.

#### 7.5. Cancellation of childcare sessions by juggleHUB

juggleHUB reserves the right to cancel childcare sessions, even at short notice, if there are not enough caregivers available, for example due to illness. In this case, purchased childcare hours will be credited to your account to be used at a later time.

#### 7.6. Reimbursement of purchased booking passes

Generally we do not reimburse purchased booking passes. Please buy only what you need or use excess hours at a later time. The booking passes do not expire.

#### 7.7. Disclaimer

We are not liable for any financial consequences (e.g. the 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**

In addition to the parents' interest in short-term care, the child's well-being and need for continuity are our core mission. The child's emotional security and safety are prerequisites. Creative activities are as much a part of the daily routine as free play with the other children and the caregivers.



Parents can come to the juggleHUB at any time during our opening hours, take a look at the childcare rooms and ask questions about the process. Please make an appointment in advance by email or phone.

**9. Nap time**

Fixed nap times are not foreseen in the daily structure. The nap times are based on the individual needs of the 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 for operation, the law does not require us to provide accident insurance. We highly recommend taking out accident insurance for your child/ren. In the case that a child is injured or hurt while in our care the child's 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.

Berlin, July 06, 2025