



## Le Monde Magique – Our Guidelines

### **1 Organization**

Le Monde Magique has been created by an association. It's a child care service which welcomes children from birth up to age four. It's headed by two seasoned co-directors.

Children are supervised by a team of early childhood professionals and by trainees who are undergoing their training.

### **2 Mission**

Our mission at Le Monde Magique is to provide children with a structure that fit their needs, whether they are intellectual, social, affective, psychomotor, didactic, creative, filled with discoveries while leaving a large place for the child's fantasy.

Children's imagination is of great importance to us, which is why our center's different areas have been conceived so that everyone can develop at their own pace.

### **3 Accommodation**

Our child care offers 40 places every day. Le Monde Magique does not welcome children who are old enough to go to school.

It has a vertical organization, which means that children of all ages interact with each other. That being said, we have a dedicated space for younger children.

### **4 Schedule**

Le Monde Magique opens:

- From Monday to Thursday, from 7.30 AM to 6.30 PM
- Friday from 7.30 AM to 6 PM

We are open every day of the year, except for a week between Christmas and New Year and for public holidays. A list of days off will be handed to you as soon as you register your child.

Several specific schedules are possible:

- Full day (100%)
- Morning, including dinner until 12.30 PM (75%)
- Dinner and afternoon, starting at 11 AM (75%)
- Morning without dinner until 11.30 AM (60%)
- Afternoon without dinner, starting at 13.30 PM (60%)

Morning WITHOUT dinner doesn't exist in the group of the "minis"

## **5 Rates**

Our daily rates are determined by Neuchâtel's Childcare Services (Accueil extrafamilial). They are what legal representatives and local municipalities owe us, once cantonal subsidies are deducted.

The price charged to legal representatives is fixed by local municipalities based on their taxable income (Item 2.6 taxation)

An online calculator can help you determine what you'll have to pay:

[www.ne.ch/accueilexfamilial](http://www.ne.ch/accueilexfamilial)

The management of Le Monde Magique has no say on the price charged.

Rates may change from one month to the next without warning. You are therefore advised not to use a standing order and to check every month what's on your invoice before paying it.

Should you have any question about that, please address them to:

Accueil extra familial

Faubourg de l'Hôpital 36

2000 Neuchâtel

Tel : 032 889 66 34

[www.ne.ch/accueilexfamilial](http://www.ne.ch/accueilexfamilial)

[spaj@ne.ch](mailto:spaj@ne.ch)

Invoices are based on twelve 20-day months, according to the contract. They are sent at the beginning of the month and must be paid within ten days.

If a child is to be absent, no deduction will be granted.

In case you're exceptionally asking for additional child care time, please contact our directors, who will only be able to accept if the supervision rate allows it. Those additional hours or days will be added to the next invoice.

Our daily rates include everything your child may need (diapers, all kinds of lotions including sun lotion, tooth brush, etc...)

Babies also get follow-up milk. Should you require a different kind of milk, please inform our management and our educational team. It should be provided by you, and no deduction on our daily rates will be granted.

In case of late payment, management will charge 20 to 60 francs extra as a reminder fee.

Should you fail to pay, management reserves the right to terminate the contract immediately. Please refer to item 6 "Termination."

A request for debt enforcement will be submitted.

Any change in your situation such as separation, divorce, change of address must be communicated to us immediately.

Any change (up or down) in your taxable income must be communicated to your local authority as soon as possible.

## **6 Termination**

6.1 Once the contract is signed, no termination is possible before a delay of six months. The date of entry is decisive.

6.2 After these six months, the termination of one day present or the entire contract should be made in writing at least three months in advance at the end of the month.

6.3 Termination or modification of the schedule for a child who will soon enter school (which means he is going to be 4 years old by 31<sup>st</sup> July) can be made until 31 December, in the year before the child enters school. It must be made in writing, at least three months in advance at the end of the month, or at least on 31 December.

After that, the contract will end as is on 31 July. Parents should nevertheless inform management, in writing and by 31 May at the latest, and tell us what their child's last day is going to be. Should some families need it, a termination is possible on 15 August (school start).

6.4 In case of inappropriate behavior by a child or parents, or should one fail to pay the bills, the management reserves the right to terminate the contract immediately, with a 7-day delay until the end of the week.

An oral or written warning will be sent to the parents prior to that.

## **7 Health**

In any community of children, little illnesses are more or less inevitable, in spite of all precautions. Children will not be allowed in the daycare center if they are ill or in a bad shape: apathetic, feverish, in pain, etc...

When you register your child at Le Monde Magique, you will get a booklet about what you should do in case of illnesses.

7.1 When children are receiving an antibiotic treatment, they should stay at home for 24 to 48 hours, until they are no longer contagious. After that, parents will have to fill in a form until the treatment ends, every time they enter the daycare center.

7.2 Because they must be administered periodically, homeopathic treatments will be allowed or not on a case by case basis

7.3 Should children get sick during the day at the daycare center, depending on how serious their illness seems to be, we will ask you to get them and bring them home as soon as possible. Parents will be warned in any case if their children get sick.

7.4 In case of emergency or a serious accident, we will take all necessary measures and contact you as soon as possible.

We advise you to plan an alternative custody arrangement, such as the one provided by the Red Cross – 032 725 11 44.

7.5 Parents whose children who require a special diet because of an illness or an allergy should provide us with a medical certificate issued by a recognized practitioner, so that they can get a special meal. Without a certificate, children will eat the normal meals served to everyone.

7.6 In case of sever allergies with a risk of triggering an anaphylactic shock, management and caterer will not serve any meal. You will have to provide them yourself.

7.7 If your faith or religious beliefs require you to eat in a certain way, no certificate will be asked and children will not be served any prohibited foods.

## **8 Practical issues**

8.1 In Le Monde des Minis, children must eat the first meal of the day at home.

8.2 Le Monde Magique accepts no responsibility for personal property lost or damaged.

8.3 Children's first names must be written on every personal effects.

8.4 In the event of an accident, the child's private insurance deals with it. Children are covered in case of accidents and/or illness by basic health insurance (LAMAL)

8.5 Please dress your children in a sensible and comfortable way and appropriate for the weather.

8.6 Two parking spots are available in front of the daycare center. Le Monde Magique declines any responsibility if parents park on the side of the road.

IT IS VERY IMPORTANT NOT TO BLOCK CIRCULATION AND NOT TO PREVENT OUR NEIGHBOURS TO LEAVE THEIR PRIVATE PARKING LOTS!

8.7 When you register your children at Le Monde Magique, you accept:

- That we will transport them ourselves, for special activities or for a medical reason.
- That your phone number could be transmitted to other parents (unless you specify it otherwise)
- That the image of your children (photos or films) could be used within Le Monde Magique itself.

8.8 Should you need to meet our directors, please ask for an appointment.

For administrative matters, our offices are open on Monday and Friday.

Address:

Espace de vie enfantine

Le Monde Magique

Albert Zutter 4

2022 Bevaix

Tél :032 544 22 65

email : [creche@lemondemagique.com](mailto:creche@lemondemagique.com)

## **9 Miscellaneous**

When you sign the contract, you accept our guidelines at the same time, which may be modified at any time with prior notice.

By signing the contract, you acknowledge that you have read and understood the following documents:

- Guidelines
- Pedagogical project
- Illnesses guide
- Holidays
- Parking spots.

[Le Monde Magique, Espace de vie enfantine • Rue Albert-Zutter 4 • 2022 Bevaix](#)  
[Tél: +41 32 544 22 65](tel:+41325442265) • [E-mail: creche@lemondemagique.com](mailto:creche@lemondemagique.com) • [www.lemondemagique.com](http://www.lemondemagique.com)