

SpielRäume**House Rules**

(last update February 2024)

1. Requirements for care in the „SpielRäume“

- a) The child has to be between the age of 6 month and 10 years.
- b) When the guardians come to enrol the child they must complete an “information talk”.
- c) Online-registration (“Mein Profil”) has to be made by the guardian.
- d) The child has to become accustomed to the SpielRäume.
- e) With their signature, the guardians affirm to accept and maintain the house rules.
- f) At least one guardian has to be a member of the Leopold-Franzens-University Innsbruck.
- g) The child has to be registered for the care-lessons.

2. Enrolment

At least one of the guardians has to have a valid university-account and password to make an online-registration (“Mein Profil”).

3. Opening hours

The SpielRäume are open during the following hours:

Monday and Wednesday 08. a.m. - 5 p.m.

Tuesday and Thursday 08. a.m. - 6 p.m.

Friday 08. a.m. - 2 p.m.* subject to modifications

During the Christmas holidays, the school semester holidays and the summer holidays, the SpielRäume are open as required.

Please refer to the notice boards in the SpielRäume or the Family Service homepage for possible extensions of opening hours and closing times.

4. Registration

To guarantee an ideal care-situation, it's necessary to register early. Registration can be made until 12:00 o'clock at noon the day before the care in the SpielRäume is needed. There is a limited amount of children we can take care of per hour. If it's used to capacity, the online-system won't take any more registrations. (The system will be deactivated). Children under the age of 12 month can be taken care of for the maximum of 2 hours per day. Exceptions can be made with agreement of the team. As a result of the limited care-space, we cannot guarantee free spaces. Children under the age of 3 should be brought to childcare as regularly as possible in order to build on the positive familiarisation process.

5. Costs

Care in the SpielRäume costs 4 € per hour.

Payment has to be made in advance with purchase and validation of a voucher. You can buy the vouchers in the SpielRäume for 40,00 €. We cannot refund vouchers you don't need any more. The guardians are responsible to make and cancel reservations.

6. Responsibility for the children

- a) Responsibility of the SpielRäume starts with handing over the child to a care-person of our team and ends with handing over the child to a person authorized to pick her/him up. If the child comes to the SpielRäume without an adult, liability starts with notification to a care person in the SpielRäume and ends either when the child goes home by itself -if the child is allowed to do so (a form has to be filled out by the guardian), or with handing over the child to an authorized person.
- b) When making the first registration of the child, the guardian has to write down all persons authorized to pick up the child. These persons must be able to identify themselves. If someone else is picking up the child, the guardians have to let the SpielRäume-Team know beforehand.
- c) Exceptions can only be made with agreement between guardians and care-team.
- d) The SpielRäume are not responsible for the child on its way from the parental home to the SpielRäume and on the return journey.

7. Rules for visiting the SpielRäume

The guardians are responsible for handing over and picking up the child on time. (Between 10 minutes before the hour and the hour).

The child has to have slippers, diapers (if needed) and a change of clothes with it. The name has to be written on all brought things (backpack, slippers, clothes, snack box, bottle). The SpielRäume are not liable for loss or damage. Please keep the voucher in the bag.

8. Food

The SpielRäume do not offer food. The child has to bring its own snack. We can warm it up, if wanted.

9. Vaccinations

For the protection for your child and other children, we recommend the vaccinations prescribed in the mother-child-pass, also vaccination against tick-borne encephalitis.

10. Illness and absence

If the child is ill, it is not allowed to attend the SpielRäume.

Especially if the disease is contagious (measles, scarlet fever, chickenpox, ...), which has to be reported to the care-team as soon as the disease has broken out.

If the child is sick or not able to attend for other reasons, the absence has to be reported as soon as possible and the online registration for that day has to be cancelled.

11. In case of an emergency

- a) The child will be given first aid.
- b) The ambulance will be called and the child will be delivered to the hospital (if required) in attendance of a care-person.
- c) The guardians will be informed.
- d) The child will be accompanied to the Doctors and a care-person will be there, until an authorized person is taking over.
- e) The "Kinderbüro" will write a report.

12. In case the child is not being picked up

If a child has not been picked up by the end of our opening hours, the following approach will be taken:

- a) We will try to reach the guardians
- b) Other authorized persons will be informed.
- c) The police will be informed.
- d) After one hour we will bring the child to a Crisis Center.
- e) The guardians will be notified again (we will leave messages on the answering machine and leave a message on the door of the SpielRäume).
- f) Police will be notified about the whereabouts of the child.

13. Exclusion from the SpielRäume

A child can be excluded from attending the SpielRäume if the guardians, in spite of warnings, keep repeating to break the house rules, when adequate care-situations can not be assured, or when the well-being of the other children is endangered.

Reasons for exclusion are:

- Repeated absence without excuse.
- Violation of the house rules by the guardians.
- Repeated disregard of the given dropping off and pick up times.
- Children who by reason of special needs require increased care, which, due to our capacities cannot be given.
- Repeated resisting the orders of the care-team

14. Exclusion and limit of liability

University Innsbruck is not liable for lost or damaged items.

Children are neither insured against third party risks, nor against accidents.