

## Terms of use for profawo holiday programmes

### **1. Admission requirements**

profawo holiday programmes are generally aimed at children aged between 4 and 12. The exact age range may vary depending on the programme and location and can be found in the respective programme descriptions. Admission is only possible if the child has reached the required minimum age on the first day of the programme.

### **2. Registration/conclusion of contract**

Registration for profawo holiday programmes takes place online using the forms provided for this purpose. By submitting the registration form, the legal guardians make a binding offer to conclude a contract and the costs are owed.

The contract between the legal guardians and profawo is concluded upon written confirmation of the registration by profawo. This confirmation is usually sent by email.

Entitlement to participate only exists after receipt of the registration confirmation. The registration deadline is 30 or 60 days before the start of the school holidays.

By registering, legal guardians accept these terms of use and profawo's general terms and conditions (AGB).

### **3. Scope of services**

profawo's holiday programmes offer participating children a varied, age-appropriate and educationally supervised leisure programme.

Children receive balanced meals during the holiday programme. This generally includes lunch, snacks in the morning and afternoon, and drinks. Special dietary requirements (e.g. allergies, intolerances or religious restrictions) are considered where possible, provided they are specified at the time of registration.

The holiday programmes are led by experienced childcare staff with educational expertise. Group sizes are based on the applicable childcare ratios. The staff are responsible for organising, carrying out and supervising the activities.

### **4. Costs**

The costs for participating in the holiday programmes vary depending on the location and can be found on the profawo website. They include supervision, the programme (including excursions and materials) and meals.

Different conditions apply to employees of profawo member companies.

Depending on the location, invoices are issued either before or after the start of the holiday programme.

### **Note on regional differences**

profawo works with various partners (e.g. companies, universities or local authorities) depending on the location. This cooperation may influence the conditions, fees and general terms and conditions of the holiday programmes. Please refer to the location-specific information in the respective announcement.

## 5. Cancellation/Processing fee

If you wish to cancel your child's registration, the following conditions apply:

Cancellations up to <b>60 days</b> before the start of the school holidays	<b>No</b> costs will be charged
Cancellations up to <b>30 days</b> before the start of the school holidays	<b>50%</b> of the costs will be charged
Later cancellation, illness or other absence	<b>100%</b> of the costs will be charged

Cancellations must always be made in writing, otherwise they will not be considered.

## 6. Exclusion

If the invoice is not paid after receipt of the second reminder, we reserve the right to exclude the child from the upcoming holiday programme.

Children may be excluded from holiday programmes in the event of gross violations of the rules established by the carers or other serious misconduct. Repeated unannounced absences may also result in exclusion from future programmes.

Legal guardians will be informed in writing in the event of exclusion.

## 7. Availability of legal guardians and insurance

Legal guardians must be available at all times during the holiday programme at the telephone number provided.

Legal guardians are responsible for accident and liability insurance for their children.

## 8. Reference to general terms and conditions

The general terms and conditions (AGB) of profawo form part of these terms of use. By submitting the registration form, you accept the AGB.

Bern, October 2025