



# Backup-Service

der Universität zu Köln

Backup Service  
of the University of Cologne

## Conditions of Use

### Event Childcare in the Backup Group

#### ***General information:***

The University of Cologne and its faculties/facilities regularly invite guests to a variety of events. Depending on the length of these events, participants with children may find they have a gap in their childcare.

This is where Family Support helps by organising childcare during the events.

This service is available to anyone organising events at the University of Cologne. In close consultation, Family Support organises childcare that fits in with the requirements and the schedule of the event in question.

The Backup Service offers five childcare places during events for children aged from four months to eight years old.

The Backup Service can only look after children who are mentally and emotionally able to be away from their parents for hours at a time.

#### ***Registering / booking a place:***

Completed registration forms are collected and collated by the event coordinator responsible and sent to the Backup Service stating the precise time of the childcare (please factor in one hour for the talk for everyone to get to know one another).

The booking time must be at least one double period (120 min.). The maximum booking time per day is eight hours.

The talk for everyone to get to know one another always takes place one hour before the event starts, in person at the childcare facility. Please note that spaces may only be reserved up to 14 days before the date of the childcare. Only registrations submitted before then can be considered and booked as binding.

Cancellations are only possible up to one week before the childcare begins. Cancellations may be in writing (e.g. e-mail) or by telephone.

Cancellations due to illness require a doctor's note; otherwise, you will be invoiced for the block booked.

## ***Dropping off and picking up your child***

Children may only be dropped off and picked up on the hour. Please observe the drop-off and pick-up times (punctually, on the hour) and please be aware that we will have to invoice you for a full hour if you are more than 15 minutes late picking up your child.

Because we eat lunch together and then have quiet time, no drop-offs or pick-ups are possible between 12:00 midday and 1:00 pm.

## ***Reachability of parents***

Parents or guardians must always be reachable during the childcare period at the telephone numbers given.

**If you change your telephone number, please tell the Backup Service staff immediately.**

## ***Meals***

Food is provided by Cologne student services. The Backup Service provides plenty of well-balanced meals (breakfast, lunch and a snack) for which we charge a daily lump-sum of 3 euros.

Please do not bring any juices or food for your child (exception: special baby food for infants).

## ***Care products, clothes / change of clothes***

Nappies, care products (baby wipes, rash cream, etc.) and spare clothes are not provided by the Backup Service and must be brought with your child.

## ***Ill children***

The Backup Service cannot look after ill children!

For legal reasons, the Backup Service staff are not allowed to give any medication.

If your child comes down with a childhood illness or similar after visiting the Backup Service, please call us and let us know.

## ***Disclaimer***

The Backup Service accepts no liability for personal items brought. If the Backup Service is closed due to force majeure or circumstances for which the provider is not responsible, no legal claims may be raised against the facility or provider.