

# Kita Noor

## Operating regulations



# Kita Noor

*"A place where children's eyes light up"*

### **Kita Noor**

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# 1. INTRODUCTION

## 1.1. ATTITUDE

At the Noor daycare center, children of different ages and backgrounds spend their daily lives with us caregivers during the absence of their parents. The Noor crèche offers childcare for children aged 3 months to kindergarten entry. Living together is diverse and requires the caregivers to consciously deal with their own values and goals. The basis for our pedagogical action is an image of the human being, which sensitizes us to perceive and respect the individual potential and personality of the child. Our daycare center is a place where we want to make children's eyes light up. Children only have one childhood and we want to make it unforgettable for them. We believe that every child has a unique glow within them, an inner joy, curiosity and enthusiasm that we will gently support, promote and accompany. Our goal is to provide children with an environment where they can feel safe, secure and, above all, free to discover the world full of wonder and joy with their shining eyes.

## 1.2. GUIDING PRINCIPLES & VALUES

### Shining through security

In our daycare center, the children experience security, security and a feeling of home. Each child is perceived, respected and valued as an individual personality. On this basis, trust, openness and stable relationships develop. Through loving support and individual attention, we create an atmosphere in which children feel safe, can develop and their inner glow becomes visible.

### Shining through curiosity

Children are naturally curious and willing to learn. In our daycare center, we pick up on this curiosity and promote it in a targeted manner by providing stimulating rooms, a wide range of materials and age-appropriate offers. These invite you to discover, experiment, marvel and play creatively. Through projects and playful learning, the children experience the world with all their senses. These should be experiences that arouse their interest and make their eyes light up.

### Luminaires in community

Our daycare center is a place of encounter, togetherness and community. In a structured, respectful and warm environment, the children learn to be there for each other, to be considerate and to support each other. They gain their first experience in friendship, cohesion and self-confidence and experience how enriching growing together can be. This creates a sense of community that makes the sparkle of children's eyes visible.

### Luminaires for the future

Each child carries its own light for the future. In our daycare center, we accompany the children in their holistic development and support them in their individual strengths and challenges. With trust, encouragement and appreciation, we prepare them to find their own way, to walk confidently and to carry their light out into the world.

## 1.3. SPONSORSHIP AND MEANING & PURPOSE OF THE OPERATING REGULATIONS

The sponsorship of the Noor crèches is Selenophile GmbH and the owner is Mrs. Zeynep Kalfa. These operating regulations regulate the organisation and operation of the Noor crèche. It forms the basis for the care of the children as well as the cooperation between the daycare center, the parents or guardians and the employees. These operating regulations are part of the care contract. The Noor crèche is currently under construction and the expected opening date is Mai 2026.

#### 1.4 PEDAGOGICAL CONCEPT

In addition to the operating regulations, the Noor crèche has its pedagogical concept, which is available to parents or guardians as a PDF document for download on our homepage as soon as the verification of the documents by the responsible supervisory authority has been completed. (Until then, this will be sent by e-mail on request)

The pedagogical concept deals in more detail with the following topics, among others:

- Viewing / Registration & Settling-in
- Group structure / group size & open children's group
- Daily itinerary including drop off and pick-up times
- Our parenting style
- Rituals & Transitions
- Special offers (yoga, forest day & gymnastics)
- Room conditions & educational spaces (movement, rest phase, creativity, development areas, spending time outdoors)
- Free Play & Guided Activities and Their Meaning
- Nutrition / eating situation
- Care situation
- Integration of infants and children with disabilities into the children's group (developmental tasks)
- Dealing with Developmental Difficulties & Dealing with Conflicts
- Observations / documentations of the children
- Cooperation with parents
- Teamwork
- Participation
- Gender issues
- Multicultural work
- On Fridays, the owner's daughter (born in 2016) will be present as a visiting child and play, do handicrafts and dance together with the children. These moments are an expression of the family-like, open culture of Kita Noor, a place where community is lived and children are allowed to learn from each other. Supervision and pedagogical responsibility remain with the specialist staff at all times.

## 2. ADMISSION REQUIREMENTS

### 2.1 SIGHTSEEING

A tour of our daycare center should give you as parents a non-binding first impression of the premises and first and foremost of our concept. If parents or guardians are interested in a crèche place in one of our daycare centres, they can easily contact the management of the company or daycare centre at the e-mail address of the location. The company or crèche management will then contact you with some suggested dates during the crèche day. On the viewing date, the families are given an insight into crèche life, while at the same time a tour of the premises takes place. After the tour of the room, a discussion takes place in which we explain these regulations to the families and discuss open questions of the parents and/or guardians directly on site. The documents from the interview are for the parents and are welcome to take home.

### 2.2. REGISTRATION & ADMISSION

After the viewing appointment and if you are still interested in a crèche place in the Noor daycare center, registration is made by means of a structured registration form, which is available for download on the website or can be found in the documents of the tour. The completed form will be sent by the parents or guardians to the affected location (Oerlikon) by post or sent by e-mail to the affected location. The management of the company or crèche then checks the group capacities and the occupancy lists and then draws up the care contract and the associated invoices for the families, which are returned to the family in a timely manner. After signing the contract of both parties, the daycare place for the care of the child(ren) is secured.

### 2.3. SETTLING IN

Approx. 1-1.5 months before the child arrives, the company or crèche management contacts the family by e-mail regarding the settling-in phase. There is an internal settling-in model, which is intended to serve as an orientation aid for parents so that they can organize themselves at an early stage. The settling-in period, which lasts about 10-15 days, is one-to-one care and is charged with a one-time additional lump sum of 350. Every child is seen as an individual at Kita Noor and therefore the settling-in process is adapted to the needs of the child and the family. The settling-in period is therefore carried out before the date of entry. It is a great challenge for children to adapt to a new environment and to build a new relationship with strangers. They need the help and support of their parents.

The basic goal of settling-in is to build a sustainable relationship between educator and child during the presence of the parents. This relationship should have attachment-like characteristics and offer the child security. The feeling of security through a good relationship with the kindergarten teacher is the basis for a healthy start of the child in its new phase of life. In addition, the child as well as the parents should get to know the institution with all its processes, rules, rituals, its people and rooms in peace. For the parents, the settling-in period offers a special form of insight into the institution, and forms the basis for the educational partnership.

## Settling-in guide

Date:	Day:	Time:	Background:	Separation time:
<i>Example</i>	Day 1	10:00-11:00 a.m.	<ul style="list-style-type: none"> <li>• Initial conversation, exchange of information</li> <li>• Writing down peculiarities, etc.</li> <li>• Get to know each other</li> </ul>	None
<i>Example</i>	Day 2	10.00-11.00 a.m.	<ul style="list-style-type: none"> <li>• Contacting the child through games</li> <li>• Getting to know the kindergarten teacher-child and parents together</li> <li>• Discuss open questions, build trust.</li> </ul>	None
<i>Example</i>	Day 3	10.00-11.15 a.m.	<ul style="list-style-type: none"> <li>• Keeping in touch</li> <li>• Communication &amp; play with the child</li> <li>• Build trust</li> <li>• first short separation attempt</li> </ul>	15 minutes to install
<i>Example</i>	Day 4	10.00-11.30 a.m.	<ul style="list-style-type: none"> <li>• Keeping in touch</li> <li>• Communication &amp; Play with the Child</li> <li>• Build trust</li> <li>• Second separation attempt</li> <li>• If the child is interested, offer lunch together</li> </ul>	Install for 15-30 minutes
<i>Example</i>	Day 5	10.00 a.m. - 12.00 p.m.	<ul style="list-style-type: none"> <li>• Further building of the bond including games and getting to know children</li> <li>• Designing a joint lunch situation</li> </ul>	30 minutes to 1h installation
<i>Example</i>	Day 6	10.00 a.m. - 12.00 p.m.	<ul style="list-style-type: none"> <li>• Further building the bond, creating a range of games and getting to know children</li> <li>• Create a common lunch situation (same as day 5, because often the weekend is in between.</li> </ul>	30 minutes to 1h installation
<i>Example</i>	Day 7	10.00 a.m. - 1.00 p.m.	<ul style="list-style-type: none"> <li>• Involve another caregiver to establish contact</li> <li>• Providing support and constant support in the daycare center</li> </ul>	2 – 2.5h installation

			<ul style="list-style-type: none"> <li>Lunch together / First nap - Afternoon rest attempt</li> </ul>	
Example	Day 8	10.00 a.m. - 2.00 p.m.	<ul style="list-style-type: none"> <li>Strengthen bond and build trust</li> <li>Lunch together &amp; sleep-rest situation</li> </ul>	3.5-3.75
Example	Day 9	9.45 a.m. - 3.00 p.m.	<ul style="list-style-type: none"> <li>Strengthen bond and build trust</li> <li>Lunch together &amp; sleep-rest situation</li> <li>create a shared outdoor experience</li> </ul>	Transfer to the child's "Preferred" room. 5h installation
Example	Day 10	9.30 a.m. - 4.00 p.m.	<ul style="list-style-type: none"> <li>Full crèche day accompanied by the caregiver (s).</li> </ul>	Direct separation in the cloakroom. 6.25h installation

### 3. TARIFFS / CUSTODY ACCOUNT & SIBLING DISCOUNT

#### 3.1 OVERVIEW OF TARIFFS

Monthly flat rate in CHF Number of childcare days

<b>Offer Tiny up</b> to & with 18 months of age	<b>1</b> 680.-	<b>2</b> 1300.-	<b>3</b> 1900.-	<b>4</b> 2500.-	<b>5</b> 3000.-
<b>Offer Gigasizes</b> From the age of 19 months	<b>1</b> 600.-	<b>2</b> 1150.-	<b>3</b> 1650.-	<b>4</b> 2100.-	<b>5</b> 2500.-

The care costs are based on the valid tariff table. Parents receive the respective monthly lump sum invoice at the same time as the contract in order to set up a standing order. The invoice is one month in advance and up to 5th day of each month. Late payments may be subject to reminder fees. Absences of the children due to illness, vacation or other factors do not entitle the child to a refund.

#### 3.2 DEPOT

Before the definitive entry is a deposit of CHF. 1000.- to be paid. For each additional child, the deposit is CHF. 900.- The deposit only serves as a security comparable to a "rented apartment". The deposited deposit will be refunded without interest to the bank account specified in the registration form when leaving the Noor crèche, i.e. when the childcare contract is terminated.

### 3.3. SIBLING DISCOUNT

If several children of a family attend the Noor crèche, we grant a sibling discount of 8% on the regular daily rate.

## CHILDCARE HOURS / PUBLIC HOLIDAYS & COMPANY HOLIDAYS

### 4.1 CARE HOURS

The Noor crèche is open from Monday to Friday from 07:00-18:30.

In addition to our regular weekdays, the Noor crèche offers a so-called "golden Saturday", where parents can also register their children for childcare. The first Saturday of the month from 07:30-12:00 with lunch. The "golden Saturdays" must be registered by the parents at least one week in advance in writing by e-mail to the responsible person (management / deputy crèche management).

#### Daily schedule:

Time	Action / Activity / Offer
07:00-09:00	<ul style="list-style-type: none"><li>• First delivery time. The children may be brought to the daycare center by their parents during this time. The children are received by the kindergarten teacher and parents during the door-to-door conversation and important information is forwarded.</li></ul>
08:00-09:00 a.m.	<ul style="list-style-type: none"><li>• During this time, Kita Noor offers breakfast to the children. This is visible to everyone on the menu plan on the parent information wall.</li><li>• Children who have already eaten at home, do not want to eat or have already finished eating are allowed to go into free play during this time.</li><li>• The children's group is divided into the different rooms depending on the number of children and their needs.</li><li>• During this time, the children are changed for the first time in our everyday life.</li></ul>
09:00-09:45 a.m.	<ul style="list-style-type: none"><li>• The first joint ritual takes place. This ritual is called "the morning ritual": This is intended to provide the children with initial orientation at the beginning of the crèche day. On the basis of this ritual, the children are shown which children and educators are on the groups today.</li><li>• During this time, a daily report is made to the specialist staff. Important information about the children and the daily routine will be discussed and forwarded in this report.</li></ul>
09:45-10:45 a.m.	<ul style="list-style-type: none"><li>• During this time, the children are divided according to their needs.</li><li>• There are guided activities in different areas such as; cognition, creativity, language, motor skills, etc. take place.</li><li>• During this time, one or the other group of children goes on walks, playgrounds or excursions.</li><li>• During this time, one of the educators prepares the balanced lunch for the entire daycare center.</li></ul>
10:45-11:15 a.m.	<ul style="list-style-type: none"><li>• Another ritual is now taking place. There will be a "movement and singing circle". Here, language is playfully promoted and the children can move around again before lunch.</li><li>• During this time, the children are changed for the second time in our everyday life.</li><li>• If parents were unable to bring their children to the daycare center by 09:00 a.m., due to appointments, etc., the children may be brought back to the daycare center during this time. (Additional drop-off time)</li></ul>

11:15 a.m. - 12:00 p.m.	<ul style="list-style-type: none"> <li>• During this time, lunch will take place together.</li> </ul>
12:00-12:30 p.m.	<ul style="list-style-type: none"> <li>• Now it's time to rest. The children go brushing their teeth with their caregivers and get their favorite things from home, which they have brought from home, from their box.</li> <li>• The next ritual takes place. The "sleep ritual" This is intended to provide the children with further guidance for everyday life.</li> <li>• Afternoon nap children are put to sleep by caregivers during this time.</li> <li>• Children who no longer take a nap can go into the rest phase in the "relaxation room" and look at picture books, listen to audio books or simply rest.</li> </ul>
12:30-14:00 p.m.	<ul style="list-style-type: none"> <li>• It's nap time. The children take their afternoon nap or are in the relaxation room to recharge their batteries.</li> <li>• During this time, the kindergarten teachers do the upcoming household chores and take their breaks.</li> </ul>
2:00-2:15 p.m.	<ul style="list-style-type: none"> <li>• The awake children are changed and your favorite from home is tidied up in the place provided in front of it.</li> </ul>
2:15-3:30 p.m.	<ul style="list-style-type: none"> <li>• During this time, the children are divided according to their needs.</li> <li>• There are guided activities in different areas such as; cognition, creativity, language, motor skills, etc. take place.</li> <li>• During this time, one or the other group of children goes on walks, playgrounds or excursions.</li> </ul>
3:30-4:00 p.m.	<ul style="list-style-type: none"> <li>• During this time, the joint snack will take place.</li> </ul>
4:00-4:30 p.m.	<ul style="list-style-type: none"> <li>• There will be an activity circle. (movement circle, singing circle, finch salad etc.)</li> <li>• The children are changed.</li> </ul>
4:30-6:15 p.m.	<ul style="list-style-type: none"> <li>• The children's group will be divided into the different rooms for the free play according to your needs.</li> <li>• From 6:00 p.m., the groups will be merged and a quiet activity will be offered so that the day-to-day care routine will come to an end.</li> <li>• During this time, the kindergarten teachers take care of the upcoming household work and prepare the daycare center for the next day. (breakfast tray, cleanings, activity preparations, etc.)</li> <li>• The children will be picked up by their parents and the professional day handover will take place.</li> </ul>

The children must be handed over to a kindergarten teacher in the morning between 07:00 a.m. and 09:00 a.m. at the latest. In the evening, the children may be picked up from 4:00 p.m. at the earliest and 6:15 p.m. at the latest. Late pick-ups require longer working hours for the caregivers and will also be charged with an additional invoice (per 15 minutes or part thereof) of CHF at the end of the month. 30.-. If children are picked up by third parties, we ask you to inform the responsible persons of this by the same morning at the latest. It is important to note that the whole first and last name is given and that the person picking up the child should be told to bring an ID to show it.

## 4.2 PUBLIC HOLIDAYS & COMPANY HOLIDAYS

The Noor crèche is closed on public holidays as well as during the company holidays over Christmas and New Year. In addition, the daycare center remains closed for the team event on one day each spring. The closure dates are communicated at an early stage and given to parents annually on the basis of a document called an "annual plan", including the events, planned projects, etc.

## 5. EXCHANGE DAYS & ADDITIONAL SUPPORT

### 5.1 EXCHANGE DAYS

The Noor crèche offers parents / guardians the opportunity to exchange a maximum of 2 days of care per year. These may only be obtained in the same week and only if operational capacities allow it. Holidays and closing dates cannot be considered as exchange days.

We ask parents to approach the management (deputy crèche management) as early as possible with the request, ideally by e-mail. Unused exchange days expire and can neither be carried over to the next year nor refunded.

### 5.2 ADDITIONAL CARE

The Noor crèche also offers additional care, depending on operational capacities. If parents want to have their child cared for in addition to their contractually stipulated care days, the Noor crèche offers this with the agreement of the management / on behalf of the crèche management. Here, too, we ask parents to act with their concerns at an early stage, ideally by e-mail. The additional care will be invoiced by the management with an additional invoice at the end of the Monte.

## 6. DISEASE REGULATION

In the first years of life, children are often affected by a viral infection or a childhood disease. Rest and a lot of attention are very important for sick children in such moments, which is only possible to a very limited extent in the daycare center. Therefore, we ask you to look after your children at home, in their familiar environment, in the event of illness. It is important to us to protect the (still) healthy children and employees from transmission in the event of contagious diseases. If the child falls ill during a stay in the crèche, the parents will be informed immediately and asked to pick up the child. In emergencies, the caregivers contact the child's respective pediatrician, the medical officer of the crèche or directly the children's hospital. In the event of an accident, all expenses, such as taxis and emergency doctors, are borne by the parents.

## 6.1 IN THE EVENT OF THE FOLLOWING ILLNESSES, YOUR CHILD MAY NOT BE PRESENT AT THE DAYCARE CENTER AND BE CARED FOR:

- All childhood diseases (chickenpox, rubella, scarlet fever, measles, mumps, three-day fever, fifth disease)
- Whooping cough / bronchitis
- Stomach flu (thin stools and/or vomiting several times a day)
- Fever above 38.0°C
- Oral thrush (fungal disease in the mouth)
- Conjunctivitis
- Otitis media
- Mouth rot
- Hand, foot and mouth disease
- Lice

We also ask parents to keep their children at home if a close family member is ill with highly contagious or general childhood diseases.

After a symptom-free 24 hours, the children are allowed to attend the daycare center again. The prerequisite for this is that the child can participate in the usual daycare routine. If in doubt, a doctor must make a diagnosis and decide what is best for the child. The daycare center management can request a medical certificate if you are unsure.

If the child needs medication prescribed by the doctor for its recovery, such as antibiotics, the following should be observed: The Noor crèche only administers medication which can be accepted in its original packaging incl. package insert. In addition, when handing over the medication, the parents must fill out a medication form in which they confirm the administration of the medication in writing. The specialists then administer the drug according to the dosage and administration instructions of the parents. The Noor crèche does not administer antipyretic medication or suppositories. We are aware that being absent from work can be a great burden. We ask for your understanding for our guidelines for the benefit of all children entrusted to us. The more consistently we adhere to it, the less the children and employees will be sick. We thank you for helping to take into account the health of your child as well as the health of the other children and staff.

## 7. UNSUBSCRIBE

Parents are asked to deregister their child in the event of absence due to illness, holidays or other reasons. Since we have to adhere to a childcare ratio and additional childcare and personnel planning depend on the actual number of children, we ask parents to inform us of holiday absences at least 7 days in advance.

## 8. LIABILITY & INSURANCE

Health insurance, accident and liability insurance for children is the responsibility of the parents. The Noor crèche is not liable for damage or loss of personal "valuables" etc. The parents are liable for damage caused by the child.

## 8. PRIVACY & CONFIDENTIALITY

The Noor crèche treats all data and information confidentially.

## 9. MODIFICATION OF THE CONTRACT AND TERMINATION

The care contract can be terminated with a notice period of three months at the end of the calendar month. The notice of termination must be in writing and registered via official document and will then be confirmed by the management by means of a confirmation of termination. The notice period must also be observed in the event of a reduction in the number of days of care.

## 10. CONSTRUCTION DELAYS AND RESUMPTION OF OPERATIONS

If the planned opening date of the daycare center is postponed due to construction delays or official requirements, there is no entitlement to care from the originally scheduled date. Parents would be informed in good time and the payments already made would be refunded or credited on request. Further claims are excluded.

## 11. FINAL PROVISION

Noor Nursery reserves the right to change these terms and conditions at any time. Changes will be communicated in writing at least one month in advance.

The place of jurisdiction is the registered office of Selenophile GmbH. Swiss law applies.

Place & Date: \_\_\_\_\_ / \_\_\_\_\_

Sponsorship / Owner: \_\_\_\_\_