

Bookings and Cancellations

Fluggis-Abenteuer-Land

When should I book my child in?

At the earliest two months before and at the latest by 16:00 **one day before** the care day (for example: the child should be booked in by 4 pm on Monday afternoon for supervision on Tuesday).

How do I book a place for my child?

You can contact us daily between **09:00 and 16:00** by phoning our hotline on **06151-780 53 05**. (The hotline number redirects to a mobile phone after opening hours and over the weekend. At weekends please leave a message on the mailbox to make a booking or a cancellation. The messages will then be listened to after 16:00 on Sunday afternoon (meaning that you can book a place for Monday morning up to and including Sunday afternoon).

What information do I need to give when booking a place?

For bookings we need the following information about the **parents**: First name and family name, date of birth, employer or university, staff number/matriculation number, emergency telephone number

And the following information about your **child**: First name and family name, date of birth, special information such as allergies, intolerances etc.

Also, don't forget to give the date and precise times for which care is required. We need the exact times when you will be dropping off and picking up your child so that we can make staffing arrangements for the day in question. You will also be asked whether meals are required, and if so, what kind. We offer breakfast, lunch, afternoon snack and evening meal for EUR 3 each.

What should my child bring with him/her?

Children should have indoor footwear and weatherproof clothing with them. If you have not booked meals for your child, ensure that he or she has sufficient food for the stay. If your child needs a change of nappies (diapers), bring the relevant products plus wipes and a set of spare clothes just in case.

Cancellations

Cancellations must be received by **22:00 on the evening before the booked day of care**. If the cancellation is not made until the actual day of care, the booked hours will still be billed to the cooperation partner. If a child does not appear and no cancellation has been received, the cooperation partner will be notified in writing. The hotline number redirects to a mobile phone after opening hours. Please leave a message on the mailbox by 22:00 to cancel a place.



You can reach us daily by calling the **hotline** on
06151 7805305 between 09:00 and 16:00.

The Fluggis-Abenteuer-Land Team