Halte-garderie touristique Outa « les marmottins »
300, chemin de la Coutettaz 74110 Morzine
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Halte-garderie touristique OUTA « Les Marmottins »

TERMS AND CONDITIONS



Les Marmottins

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Présentation and Organisation of Facility

Facility Manager :

SASU Outa Les Marmottins, Georges Coquillard
Adresse : Place du baraty, 74110 MORZINE
Téléphone : 04.50.74.72.72

The Facility

Address : 300, chemin de la Coutettaz, 74110 MORZINE
Téléphone : 04.50.80.06.62 / 06.80.70.40.88
Courriel : creche@morzine-avoriaz.com

Director :

Ms LAUNAY YaËl, Director, State-certified psychomotor therapist
SIREN number : 981990377

Medical Referent :

Dr GUIBERTEAU Julien, General Practitioner

Morzine Tourist Office :

Adresse : 26 place du baraty, 74110 MORZINE
Téléphone : 04.50.74.72.72

1. Admission and Care Arrangements

Capacity

The childcare facility welcomes up to **12 children at a time, aged from 6 months to 5 years old**.

Staff and Supervision

Children are cared for by a team of qualified professionals, in accordance with the regulations applicable to early childhood care facilities. The director, **Ms Yaël Launay**, also works directly with the children for **50% of her working time**.

The team is organised to ensure that there are always enough staff available to care for and supervise the children throughout the day.

2. How the Facility Operates

Opening Period

The tourist childcare facility is open during the winter season, from the Christmas week until the end of March, Monday to Friday, from 8:30 a.m. to 5:00 p.m.

The facility is closed on Saturdays, Sundays and 25 December.

Opening Hours

- Full day: 8:30 a.m. – 5:00 p.m.
- Morning half-day: 8:30 a.m. – 12:45 p.m.
- Afternoon half-day: 1:15 p.m. – 5:00 p.m.

Families are asked to respect the times booked in order to ensure the smooth running of the facility and to support the children's daily routines.

3. Admission Procedure

Registration is completed through the **MEEKO** platform. Bookings are confirmed according to the payment and booking arrangements provided at the time of registration.

To arrange your child's care, the following documents and information must be provided:

- Proof of identity of the parent or legal guardian;
- An official document confirming the child's date of birth;
- Proof of personal liability insurance covering the child;
- Proof of compliance with the applicable vaccination requirements;
- The child's information form, duly completed;
- These operating regulations, read and accepted by the child's legal guardians;
- A medical certificate dated less than two months prior, confirming that there is no medical contraindication to the child's attendance in a childcare setting. This certificate must be provided no later than fifteen days after admission.

*P*arents are asked to let the team know about any information relevant to their child's health, including allergies, medication, specific needs or disability, so that we can provide appropriate care. Where necessary, a preliminary discussion may be arranged with the family and the relevant healthcare professionals.

Settling in

We mainly welcome children for short stays, so the settling-in process takes into account the length of each child's stay.

On their first visit, parents are encouraged to take the time to tell the team about their child's

habits and anything that may help us provide the best possible care. A shorter first day may be recommended when appropriate, to make separation easier and help the child feel comfortable in their new surroundings.

The team pays close attention to how each child responds and may contact the parents during the day if the settling-in process proves more difficult.

4. Fees and Rates

Rates

Our childcare rates are published on the **Morzine Tourist Office** website.

WINTER 2026-2027 Service	Rate
Half-day : - **Morning :8:30 a.m -12:45 p.m** - **Afternoon : 1:15 p.m – 5:00 p.m**	**79€**
5 Half-days package	**350€**
Full Day : 8 :30 a.m – 5 :00 p.m	**114€**
5 Full days packayge	**475€**
Late pick-up fee	**25€/H**

A **30% deposit of the total booking amount** is required at the time of booking.

Cancellation

- If the booking is cancelled **at least two weeks before** the first booked day, the deposit will be refunded.

- If the booking is cancelled **less than two weeks before** the first booked day, the 30% deposit will be retained, **including in the event of the child's illness or upon presentation of a medical certificate.**

An exceptional and particularly serious situation concerning the child may nevertheless be considered on a case-by-case basis.

By confirming the booking and accepting these regulations, families agree to these cancellation conditions.

Absences

Absences during the booked period are not eligible for a refund.

If the child **becomes ill or has an accident during the childcare period**, **a refund may be granted for the unused days upon presentation of a medical certificate**. The day on which the medical certificate is provided remains payable.

No refund will be given in the event of a parent's illness, poor weather conditions or an interruption to the family's stay.

Late Pick-Ups

Families are asked to respect the pick-up time agreed at the time of booking.

If the child is picked up after the booked time, **a €25 fee is charged for each hour started**.

This fee applies to pick-ups after the scheduled end time of a half-day booking, as well as to pick-ups after 5:00 p.m. for full-day bookings.

In the event of repeated late pick-ups, the family may be contacted to discuss the situation and remind them of the opening hours. If necessary, the child's care arrangements may be reviewed.

Daily Life, Health and Safety

1. Daily Life

Parents are asked to provide everything their child needs for their stay:

- A complete change of clothes suitable for the season;
- A sleeping bag, if their child uses one;
- Their child's usual comforter or cuddly toy and/or pacifier, if needed.
-

Nappies and the usual products needed for nappy changes are provided by us.
Where possible, children's personal belongings should be clearly labelled with their name. We cannot be held responsible for any loss, damage or theft of personal belongings brought into the childcare facility.

Meals and Food

Meals and snacks are provided by us.

Any allergies, food intolerances or specific dietary requirements must be communicated to the team before the child starts attending.

Food brought from home is only permitted in the case of a documented medical need, such as an allergy, and upon presentation of the relevant medical certificate or Individualised Care Plan (PAI). Otherwise, parents are not permitted to provide food from home.

Infant formula is provided by parents, according to the child's usual feeding habits. Bottles must be provided in a closed container and clearly labelled with the child's name. Parents should provide the team with all the necessary information about the type of milk, quantities and the child's usual feeding routine.

Sleep and Rest

Each child's individual sleep routine is respected as much as possible. Each child has their own designated bed, which they keep throughout their stay to help them feel secure and maintain familiar routines.

Children may use their usual comforter or cuddly toy and pacifier during rest periods when these are part of their normal routine.

If a child is unable to settle or fall asleep, a quiet time may be offered in a suitable space with a member of the team.

Personal Care and Independence

Personal care is provided with respect for each child's privacy and individual needs. Toilet training is supported gradually, in line with the child's development and the family's usual routines.

Key information about the child's day may be shared with parents verbally and recorded in **MEEKO**, including meals, sleep, nappy changes, personal care and activities.

2. Health and Medical Care

Vaccinations and Admission

Children attending the childcare facility must have received the vaccinations required under French regulations, according to their age and the current French vaccination schedule. This requirement applies to all children, regardless of their nationality or usual country of residence.

The child's health record or other medical document providing proof of their vaccination status must be provided at the time of admission.

If one or more required vaccinations are not up to date, the conditions for admission and continued attendance will be those provided for under French regulations.

A medical certificate confirming that there is no medical contraindication to attending a childcare setting is also required, in accordance with the applicable regulations.

Illness and Return to Childcare

Parents must inform the team of any health issue, illness, treatment, allergy or specific health-related situation concerning their child.

If a child develops symptoms or a health condition that means they cannot remain in our care, the **parents will be contacted** and must come and collect their child.

Any child who has been sent home for health reasons must see a doctor before returning to the childcare facility. A medical certificate must be provided to the team before the child returns. It must confirm that the child's health allows them to return to a childcare setting and, where relevant, state that the child does not have a contagious illness that could be transmitted to other children or members of staff.

Without a medical certificate, the child cannot return to the childcare facility.

Parents must also inform us if their child is diagnosed with a contagious illness.

Medication and Medical Care

Medication and medical care are provided in accordance with current regulations and the childcare facility's protocols, which are available to the relevant members of the team.

Where required, a medical prescription and parental authorisation must be provided. Medication must be supplied by the parents in its original packaging and in accordance with the arrangements agreed with the team.

Individual Care Plans (PAI) and Specific Needs

Any allergy, chronic illness or medical condition requiring specific care must be reported to us before the child starts attending.

Where an Individual Care Plan (PAI) is required, it is prepared in consultation with the family, the relevant healthcare professionals and the childcare facility's medical referent. The specific care arrangements and emergency procedures are shared with the members of the team concerned.

Situations requiring particular attention, including disability or specific needs, are discussed with the family so that we can adapt the child's care to their individual needs and to the arrangements available within the childcare facility.

Accidents and Emergencies

If an accident or health problem occurs while a child is in our care, the team will assess the situation and take the necessary measures. Parents will be informed as soon as possible. In an emergency, the emergency services may be contacted. The childcare facility's medical referent may also be consulted, depending on the situation.

3. Safety

Child Pick-Up

Children may only be collected by their parents or by people specifically authorised by the parents in the registration documents.

If someone who is not listed among the usual authorised persons is coming to collect the child, the parents must inform us in advance. This person must present a valid identity document or passport.

Access to the Childcare Facility

For the safety of the children, access to the childcare facility is secured. Parents and anyone dropping off or collecting a child must make sure that the doors and both doors of the entrance area are properly closed after entering or leaving. Doors must not be held open to allow another person to enter.

Families are asked not to share the access arrangements with people who are not connected with the childcare facility.

Items That May Present a Safety Risk

For safety reasons, jewellery, toys, accessories that may present a risk, pacifier clips and small objects that could be swallowed or otherwise be dangerous to children are not permitted.

If the team considers that an object or accessory presents a risk to the child or to other children, parents may be asked to remove it.

Parents are responsible for any personal belongings brought in by their child. We cannot be held responsible for any loss, damage or disappearance of personal belongings.

Outdoor Areas and Moving Between Spaces

The childcare facility has a secure outdoor area where children can enjoy outdoor play and activities.

Access to one of the outdoor areas is through a passage that includes a staircase and therefore requires particular attention from the team.

Children moving between the different areas are closely supervised by the team, who remain attentive to their safety at all times.

Children are not taken outside the childcare facility for activities or outings. Outdoor time takes place only within the facility's own outdoor areas.

Accidents and Emergency Situations

In the event of an accident or a situation that could put a child at risk, the team will immediately take the necessary measures to ensure the child's safety.

Depending on the situation, parents will be informed and the emergency services may be contacted.

The team has access to the instructions and procedures required to manage emergency situations within the childcare facility.

Morzine, le 07/10/2026

For the Childcare Facility
OUTA Les Marmottins
Ms Yaël Launay, Director

For the child's legal guardians
Full name :
Signature :