



General Terms and Conditions for Flexible Childcare

1. General

The Flexible Childcare program at the TU Berlin is offered by the Family Services Office in cooperation with the provider, Die Kinderwelt GmbH.

It applies to children of TU Berlin students and employees from the ages of 8 weeks to 12 years. Childcare is provided on an hourly basis by staff members of the provider, Die Kinderwelt GmbH, who have pedagogical training and qualifications.

2. Reservation Process

Flexible Childcare is always to be reserved two weeks in advance via the Family Services Office of the TU Berlin. After the compulsory orientation meeting, the Family Services Office forwards the approved reservation to the provider, Die Kinderwelt GmbH.

The Provider, Die Kinderwelt GmbH, only accepts reservations from the custodial Parents/Guardians when the latter independently choose to use Flexible Childcare for private purposes and agree to cover the childcare costs in full.

Before the childcare begins, the Provider and the custodial Parents/Guardians sign a childcare agreement. This stipulates the details of childcare and affirms the Provider's General Terms and Conditions.

3. Online Registration and Orientation Meeting

The custodial Parents/Guardians complete the form to reserve Flexible Childcare online.

They must obtain the partner code required for online reservation at the Family Services Office.

In parallel, the Parents schedule an appointment for the orientation meeting where they discuss the details of care and present their student or employee ID. After the meeting, the reservation confirmation is forwarded to the Provider.

Contact Details

Email: familienbuero@zuv.tu-berlin.de

Telephone: (030) 314-27613 or (030) 314-25693 or (030) 314-23332

Please plan in extra time before the reservation period to ensure a smooth transition for your child.

Only children of custodial parents who are employed by or studying at the TU Berlin may receive childcare. If the reservation is made by a non-custodial parent, the registration must be performed by the custodial parent.

4. Childcare Times and Locations

Flexible Childcare may be reserved for a minimum of 2 and a maximum of 4 hours per day, per child. The maximum amount of childcare per week is 12 hours. Individualized solutions are possible in justified cases.

Users may not independently extend or reschedule the hours that have been reserved. Any changes must be made through the Family Services Office without exception.

The agreed-upon drop-off and pick-up times must be adhered to stringently.

You are not automatically entitled to have flexible childcare approved. Due to the limited amount of childcare purchased from the provider Die Kinderwelt GmbH, a request can only be approved when there are sufficient childcare hours available and when all parents have been able to take advantage of them with an appropriate balance.



For this reason, the frequency of childcare use by each custodial Parent/Guardian is documented.

Childcare takes place in the parents’ and children’s rooms on the Charlottenburg and the Gustav-Meyer-Allee campuses.

5. Childcare Costs and Payment

All custodial Parents/Guardians are charged a contribution towards the costs of flexible childcare.

TU Berlin students:	4 euros per hour
TU Berlin employees:	6 euros per hour

The Provider Die Kinderwelt GmbH invoices the custodial Parents/Guardians monthly for their personal contribution.

6. Food and Drink

During Flexible Childcare, food preparation is not possible. Parents are to provide their children with fresh, ready-to-eat food and beverages.

Beverages are to be brought in child-appropriate bottles.

Parents must ensure that hygienic regulations (especially an unbroken cold chain for milk) are strictly followed. The caregivers are entitled to reject food that does not meet these requirements.

7. Care for Children

Hygienic items such as diapers, wipes, changing mats, etc., are to be brought by the Parents and passed on to the caregivers. Depending on the equipment in the rooms, personal linens, blanket, or a stroller might be needed. Any special needs related to the child’s care are to be communicated to the caregivers at the beginning of care.

8. Health

The custodial Parents/Guardians are obligated to inform the caregiver immediately, unprompted, and comprehensively if the child has health issues, especially contagious illnesses, allergies, intolerances, medicines, or other special circumstances.

Children with infectious illnesses, other contagious conditions, or a fever cannot receive childcare.

9. Cancellation

It is possible to cancel registered childcare free of charge up to 168 hours (one week) before its scheduled start. For cancellations made thereafter, the care provider Die Kinderwelt GmbH will bill the custodial parents / guardians of the child in full (including for the TU’s contribution) for the reserved service.

Should a child/children become ill without 168 hours’ notice being provided, the custodial parents/guardians will be invoiced, upon presentation of a certificate from a pediatrician, for their contribution only, for a maximum of six hours per week. If more than six hours are cancelled, however, the custodial parents/guardians are required to pay the additional hours in full.

A processing fee of 50 euros is charged for cancelled bookings.



10. Data Protection and Privacy

The Family Services Office is committed to discretion and confidential treatment of personal details of children and their parents under the German Federal Data Protection Act. Data is only stored when necessary to provide the services. Accordingly, the custodial Parents/Guardians grant their consent to the electronic storage and processing of their data and that of their child(ren) for the sake of providing the services. Personal data is only passed on to third parties to the extent necessary to provide the service.

This consent may be revoked in writing at any time.

11. Premature Termination

The Family Services Office and the Provider Die Kinderwelt GmbH have the right to terminate childcare prematurely without notice if the custodial Parents/Guardians repeatedly violate the Terms of Use of the Family Services Office, the terms of the childcare agreement, or the Provider's General Terms and Conditions.