

LE BALLON ROUGE - FAQs

Please read the Guidelines and these Frequently Asked Questions in detail before emailing us with a question. We're a small group of film industry professionals with babies and are working on this project after hours. Let's make it efficient all together!

GENERAL

What is Le Ballon Rouge?

Le Ballon Rouge is the new family-friendly festival journey inaugurated by the Marché du Film and the Festival de Cannes for its 72nd edition, in collaboration with the newly-formed collective Parenting at Film Festivals. Named after the popular children's film by Albert Lamorisse, Le Ballon Rouge offers a concrete package of 5 key services for families: a family-friendly accreditation process; a Kids Pavilion in the Village International Pantiero with onsite childcare; the Baby Lounge, an express-changing & feeding corner in the Palais; easier access to the Marché; and a Baby VIP kit.

How do I register to access Le Ballon Rouge services?

Please email parentingatfilmfests@gmail.com before the 29th of April, 2019, with your contact details and confirmation of your accreditation by the festival and we will provide the necessary form for all the services, including the Booking Form for the onsite childcare at the Kids Pavilion.

What are the Dates of The Services?

All services will be available from the 14th to the 24th of May, except the Kids Pavilion onsite childcare, which will operate daily 10am – 6pm between 14th and 21st May, 2019.

Who has access to Le Ballon Rouge services?

Accreditations: Each parent attending the Festival and granted with an official accreditation can receive a child badge + one nanny pass.

Priority: The onsite childcare service is available by priority for market accreditations, press accreditations and festival accreditations with a film at the festival (in Official Selection, Quinzaine des Réalisateurs or Semaine de la Critique).

Must I pay to benefit from Le Ballon Rouge services?

The only service that requires a payment is the Kids Pavilion onsite childcare. The Baby Lounge in the Palais, facilitated Marché access (Le Ballon Rouge flag) and Baby VIP kit are all included in your free registration.

Does my baby need a badge? My nanny / parent / companion?

Yes. All parents will receive free of charge an additional set of two access badges: 1 for baby and 1 for nanny / partner.

Is there a limit of places and for the services offered?

Yes. The Ballon Rouge Kids Pavilion onsite childcare has limited space. Professionals can reserve their hours on a first-come-first-served basis. Of course we will do our best to accommodate everyone's needs and will manage a waiting list if there is excess demand. Please note the onsite childcare is now allotted.

If I decide to bring my child last-minute can I still benefit from the services?

Yes, but it is highly likely that you may not be able to secure a spot for the onsite childcare at the Kids Pavilion. However, we will do our best to accommodate you and/or place you on a waiting list.

If I have questions during the festival, is there someone I can contact?

Yes. For inquiries that require immediate attention you can call the Host Desk of the Kids Pavilion mobile number: +33 (0)7 70 92 71 58. For questions related to the onsite childcare services you can contact the designated nanny agency, Nanny Please, directly at +33 (0)1 75 49 44 88.

Can I have a meeting at Le Ballon Rouge Kids Pavilion?

Yes. If you don't mind sitting on the floor, on a puff and having the vibrant melodies of children around you. The Pavillion does have an outdoor terrace where meetings can take place as well. Please note that as there is a maximum of 12 children allowed in the Pavillion, if it reaches capacity, no more children will be allowed in without reservation.

LE BALLON ROUGE KIDS PAVILLION

Where is Le Ballon Rouge Kids Pavilion?

Village International Pantiero, Pavillion #224.

What will I find at Le Ballon Rouge Kids Pavilion?

Main Facilities are: toys, books, activities, small mattresses for naps, baby hammocks or swings, a microwave for heating bottles, diaper changing mat, puffs for meetings, high chairs, and a corner to feed and/or breastfeed your baby.

What age children is the Pavillion open to?

Between 6 months and 6 years old. If you need exceptions to this, let us know and we may consider them, but please understand a limit must be placed for logistical and childcare reasons.

What is the capacity of Le Ballon Rouge Kids Pavilion?

The Pavillion can comfortably accommodate up to 12 children in the care of the nannies provided by Nanny Please for up to 6 hours in a row (fee-paying service).

Can I leave my child at Le Ballon Rouge Kids Pavilion?

Yes! Nanny Please [<https://nannyplease.com/>], a professional nanny service, has been engaged, with provision for up to four nannies (who speak French and English) at any one time, one of whom is also a nurse. Child-nanny ratio is 4:1; each

nanny can care for three children at a time. It is absolutely necessary to book your nanny care at the Pavilion ahead of the festival. Please note the onsite childcare is now full.

How long can I leave my child at Le Ballon Rouge Kids Pavilion?

Up to 6 hours, upon reservation. If you are staying with your child, and there is capacity, you can enjoy the Pavilion's space for up to 4 hours at a time. However please remember those with reservation have priority.

How much does the Pavillion's childcare cost?

There is a small fee. But thanks to our sponsors and partners, the contribution is symbolic. The onsite childcare service is provided at the following flat rates: 30€ for a package of 16 hours or 50€ for all the dates it is operating.

How do I pay the contribution:

Payment details are with the Booking Form you will be sent upon registration.

What if I pay for the 8-day service and end up not using it?

Unfortunately we will not be managing reimbursements. Since the payment is honorary, please consider it a donation for the rest of the community of Parenting at Film Festivals.

What's the experience and track record of the company taking care of the kids?

The nannies at the Pavilion are fully qualified professionals provided by an agency called Nanny Please. One of them will be a qualified nurse. You can find out more about Nanny Please at their website: nannyplease.com

How can I give specific instructions about my kid's needs to the childcare?

With the dedicated registration form you can provide details about food, care, health and sleeping time. The Nanny Please team will review it and ask any questions if needed.

How does the host desk work?

A team of two volunteers will be attending and managing the Host Desk every day. They receive the kids with their gear, food and health considerations and take note of any key aspects of the child's wellbeing that the parents mention. They can be reached at: +33 (0)7 70 92 71 58.

How do you guarantee the safety of my child?

The legal responsibility stays between you and NANNY PLEASE, a specialised company with three years experience. The four people working there have all the legal and professional certifications needed in France and one is a professional nurse. If your child feels unwell you will be requested to pick him/her up within 30 minutes. Please keep an eye on your phone.

Is the food of my child provided at Le Ballon Rouge Kids Pavilion?

No, each child has to come every day with a labeled lunch box. It is possible that we may have food sponsors, in which case we will ask you if we can offer food to your child.

What if my baby is not used to childcare and cries a lot?

We will work with a Suggested Adaptation Period: We suggest that you explain to your child what is going to happen several days before (no joke!). If possible, bring your child half an hour earlier on their first day to share some time with the nannies and to get them familiar with the space. If you can't have this time, we'll manage.

My baby is under 6 months, can I live him/her with Le Ballon Rouge nannies?

Given the particular needs of newborns, we set a minimum age of 6 months for the nanny service, i.e. without a parent present. Naturally, you are welcome to come with your baby, should there be capacity. This being said, let us know!

My child is over 6 years-old, can I leave him/her with Le Ballon Rouge nannies?

We had to define a maximum age and settled for this year on 6 years-old, for the service without a parent present. However you are welcome to visit the pavilion with your child, should there be capacity. This being said, let us know!

Can I leave my pram at the Pavilion and is there a secured space for it?

Yes. There is space just beside the Pavillion for 12 prams which must be folded and tied to the exterior of the terrace fence with a padlock.

EASIER ACCESS TO THE MARCHE DU FILM:

How do I, as a parent, benefit from the facilitated access to the Marché du Film?

Although there won't be a specific entrance at the Palais for people accompanied by babies and small children, be sure to wear Le Ballon Rouge flag (eg on your stroller or pram) when you approach the doors, and ask the security staff to help facilitate your access.

OTHER SERVICES

Where can I find the Baby Lounge (express-changing & feeding corner) in the Palais?

At the Central Entrance of the Palais.

KIDS-FRIENDLY SURVIVAL GUIDE TO CANNES

A list of available babysitters for nights will also be available in the Baby VIP Kit, as well as a Kid-friendly map of the city and list of other relevant services and places.

LE BALLON ROUGE COMMUNITY WHATSAPP GROUP

Parents wishing to be in immediate contact with other Parents at Cannes can join Le Ballon Rouge Whatsapp Group by emailing parentingatfilmfests@gmail.com.

PARENTING AT FILM FESTS

Beyond the Cannes Festival, how can I become a member of Parenting at Film Festivals?

The Parenting at Film Festivals collective is present on Facebook as a private group and on WhatsApp. You can request to be added directly on Facebook and/or email us at parentingatfilmfests@gmail.com to be added to the general WhatsApp group.