

# HOUSE RULES

## AVAILABILITY AND OPENING HOURS

Nummereen Kinderopvang is open five days per week (Monday to Friday), fifty-two weeks per year. It is only closed on Dutch national holidays, as outlined in the collective labour agreement for the childcare sector. These holidays do not count as credit and can therefore not be used at some other time. Furthermore, the hours/costs of the childcare on national holidays will not be refunded.

Depending on the demand for childcare at a given location, its opening days may differ. If a location is attended by three or fewer children, we reserve the right to provide childcare at one of our other locations on those days. The team coach or pedagogical carer will contact the parents in question in advance.

## Daycare

Daycare means childcare for children aged 0-4 years. These locations are open every day from 07:30 until 18:30. Some locations offer daycare from 06:45. Contact our Client Advice & Planning department for more information about your location's opening hours. As part of our daycare service, we offer the following packages:

- 52-week package: for daycare throughout the year. An even/uneven-week version of this package is available on a limited basis;
- 40-week package: for daycare during all school weeks.

The minimal amount of daycare is one day per week. It is not possible to combine the aforementioned packages.

## Toddler programme

We also offer a toddler programme in all municipalities. This can be either a separate toddler programme or one that has been integrated into our regular daycare. More information about the times and days of the toddler programme is available on our website: [www.nummereen.com](http://www.nummereen.com). The toddler programme is available during the forty school weeks. We distinguish between those parents who fall under the Childcare Act (and are therefore entitled to receive childcare benefits) and those who are entitled to receive compensation from the municipality.

## Out-of-school care

Our out-of-school care is available for children who attend elementary school. Out-of-school care has been split up into pre-school care (from 07:30 until the start of the school day) and after-school care (from the time school ends until 18:30). During school holidays and on seminar days, the out-of-school care facility is opened from 07:30 until 18:30. As part of our out-of-school care service, we offer the following packages:

- 52-week package: for care throughout the year, consisting of standard day(s) during school weeks and – per contracted care day – a total of twelve care days during school holidays;
- 49-week package: for care on standard day(s) during school weeks and – per contracted care day – a total of nine care days during school holidays;
- 40-week package: for care during all school weeks;
- 9-week package: for care during school holidays (this package can be expanded with individual care days at the same hourly rate).

The minimal amount of after-school care is one half-day per week. Pre-school care is only available in combination with a care package based on after-school care (i.e. the 52-, 49- or 40-week package).

## Seminar days

Per after-school-care day, we count eight seminar hours per year. That means you can also use the out-of-school care service if your child has a seminar day on a contracted care day. If the seminar day is not one of your regular after-school care days, you can request extra care via the parent portal. The same applies when you only use the pre-school care service.

## Holiday club

During school holidays, we offer the holiday club. It consists of a range of activities, based on which parents can decide on which day during the holi-

day in question they want to arrange care for their child. The holiday club is subject to the following regulations and conditions:

- You will receive holiday credit depending on the number of contracted care days. You can schedule this credit via the parent portal. For example, if you have a 52-week out-of-school care package for two days per week, you will receive holiday credit for 24 days (12 holiday weeks x 2 care days per week);
- You can use this holiday credit however you wish during a calendar year. All unused days will lapse after the end of a calendar year. If you have used up all your credit, you can purchase additional care;
- Care days from your holiday credit can also be used during school weeks, provided that there is an open spot in your child's group and we have sufficient staff available;
- The care days during school holidays must be reserved via our parent portal. You can reserve any day you want, including other days than your regular contracted days during school weeks;
- If the care days of your choice are reserved at least four weeks in advance, availability is guaranteed. Although it is possible to reserve care days after this time, we cannot offer any guarantees regarding availability in that case;
- If we do not receive your reservation via the parent portal, we will not reserve a spot for your child;
- Once you have registered your child, you may cancel your request up to three weeks prior to the holiday in question. If you cancel fewer than three weeks in advance, the hours will not be reimbursed as holiday credit, which means they will lapse;
- If an activity at the start or end of a day takes place at a different location, you must drop your child off or pick them up there. Our pedagogical staff will inform you of this in a timely manner. Children of ages 8 and up may be asked to bring their bike;
- If a school combines its seminar days/days off during a single week, this week is not classified as a holiday week but as a series of seminar days. The regulations of the holiday club therefore do not apply. Your child will be expected to show up on your standard contracted days;
- If you change your contract to a package that does not include holiday care, your holiday care credit will lapse on the day that the new contract enters into force;
- If a contract is terminated, any unused holiday care credit will not be reimbursed;
- During school holidays, some locations will be closed. Children who normally attend these locations will receive care at another out-of-school care location instead. Our website contains an overview of the locations that are open during school holidays. Your personal calendar in the parent portal shows you exactly where each care day will be held.

## QUALITY

- We have drawn up a pedagogical policy plan, which is available on our website and at all locations. Additionally, each location has its own specific attachment that covers the location-specific situation;
- In general, a child is placed in a standard group. Due to our open-door policy, the activities we organise for the children or other reasons, different groups may play together. Of course, we will always make sure that your child receives care in a safe, pedagogically responsible and familiar environment. During school holidays, out-of-school care locations may be combined, e.g. due to the activities on offer;
- We employ the nationally prescribed carer-child ratio outlined in the Daycare Assessment Framework and the Out-of-School Care Assessment Framework. The number of professionals in a mixed-age group is determined based on the average of the maximum numbers of children for each of the age categories in the group;
- Once a year, parents are invited to a ten-minute consultation with the pedagogical carer. If necessary or desirable, additional meetings may be requested at any time;
- The Municipal Health Department's inspection report is available on our website and on [www.landelijkregisterkinderopvang.nl](http://www.landelijkregisterkinderopvang.nl). Additionally, a copy is available for consultation at each location;
- We have a complaints procedure in place. You can inform the pedagogical carer and/or team coach of your complaint/improvement suggestion. If you are dissatisfied with the way in which your complaint is handled, you can fill out an improvement form via our website. We will then initiate our internal complaints procedure. This procedure

is described on our website. The team coach can also tell you more about it;

- We are constantly monitoring the safety and health situation at each location. These reports are available for consultation in your child's care group;
- Both parents and carers are responsible for informing each other – verbally or in writing – of any developments pertaining to the child, to ensure that the child can receive adequate care. We will regularly notify you of general developments via our digital newsletter. Important information may also be communicated via a digital newsflash;
- Interns are the pedagogical carers of tomorrow. We are happy to train them to become skilled professionals. We use interns in accordance with Nummereen Kinderopvang's internship policy. You can request a copy of this policy via [stage@nummereen.com](mailto:stage@nummereen.com).

### CARE CREDIT

In general, we offer care on standard contracted days. This regularity benefits the quality of our care; there is a degree of stability in each group and a safe and recognisable environment for the children. However, you may on occasion know in advance that you will not need childcare on a given day. As a service, you will receive the care hours in question as credit, up to a maximum of eighty hours, if you report your child's absence in a timely manner. You can then use these hours at a later date, provided that there is an open spot in your child's group and we have sufficient staff available. This extra service is subject to the following conditions:

#### Opting out of contracted days

- The extra service that allows you to build up credit does not apply to flexible care, the toddler programme or the school holiday weeks of the after-school care service;
- You must register your child's absence via the parent portal;
- When you do so by 12:00 (noon) of the day before, we will add the cancelled hours to your credit, up to a maximum of eighty hours. For example: if you want to opt out of your contracted care on Thursday 15 November, you must let us know by 12:00 (noon) on Wednesday 14 November at the latest. Any cancellation that is reported after this deadline will not result in the hours being credited;
- If we receive your cancellation on time and if it meets the applicable conditions, the credit will be added to your total immediately. This is shown as absence credit in the parent portal;
- You can use this credit at a later date during the contracted weeks of your chosen package;
- Each day of your credit is valid for a period of 365 days, after which these hours will lapse;
- You can report your child's absence via the parent portal up to sixty days in advance;
- You may cancel your request up to thirty days before the day in question, without this affecting your credit;
- You can only opt out of an entire day of care, not any individual hours;
- If your child moves to a different location during the contract period and your chosen package and care service stay the same, your credit will move with you;
- Daycare credit cannot be used for out-of-school care;
- The credit that you build up is personal and tied to each individual child. The credit cannot be transferred to other children in your family or any third parties;
- The maximum amount of credit you can build up is eighty hours. As long as you have a total of eighty hours of absence credit, no new hours will be added to your total when you opt out of care. The hours of any additional cancelled days will lapse. When you use up some of your credit and your total drops below eighty hours, you will start to build up credit once more when you cancel a care day (up to a maximum of eighty hours);
- When you terminate your contract, your credit will lapse. You will not receive any financial compensation;
- National holidays do not count as credits;
- A cancelled day cannot be allocated to another parent and will no longer be available to you either.

### Requesting (extra) care days

- The option to request (extra) care days is available for the standard daycare and out-of-school care. Extra care is not available for the toddler programme. Requesting days for the holiday club and requesting flexible care are subject to separate conditions;
- You must submit your request for an extra care day via the parent portal. The approval of your request will also be communicated via the portal;
- You can submit a request via the parent portal up to sixty days in advance;
- You may cancel your request up to thirty days before the day in question, without this affecting your credit. The holiday club and flexible care services are subject to separate conditions;
- You can only request care for an entire day, not for individual hours;
- Your request for an extra care day will be approved if your child's own group or location has a spot available, taking into account the maximum number of children and the available number of pedagogical carers. The legal carer-child ratio will be employed;
- Daycare credit cannot be used for out-of-school care;
- If the care on your requested day will take place in a different group than your child's standard group, you will be notified via the approval message in the parent portal;
- If you do not have sufficient care credit for the requested extra (half) day of care, all hours will be billed as extra care.

### REGISTRATION AND CHANGES

- You can register your child up to nine months before their desired start date;
- Changes and cancellations are subject to a one-month cancellation/processing period;
- Once we have received your signed agreement and/or proof of placement, there will be a legal contract between Nummereen Kinderopvang and the parent. You will receive a digital copy of the signed agreement;
- When parents are getting a divorce, they are both responsible for reporting the altered family situation to us. They must agree amongst themselves in whose name the contract will be and who can therefore apply for childcare benefits. This is not the responsibility of Nummereen. Parents must also agree amongst themselves how to share information about their child(ren)'s care. It is your responsibility to make sure that the correct information is listed in the parent portal and on the contract.

### INSURANCE

Nummereen Kinderopvang cannot be held accountable for any damaged or lost clothing and/or property that belongs to your child. We want to remind you that you are legally liable for any damage caused by your child. We have liability and accident insurance.

### ILLNESS

It can be difficult to determine just how ill a child is and whether or not they are fit to attend the care facility. The parent and the pedagogical carer will determine this together. If your child becomes ill on a care day, the pedagogical carer will contact you. They will decide if the child can stay or must be picked up. We have drawn up an "Illness and accidents" protocol, which is available on our website.

### COSTS AND CONDITIONS

- The costs of childcare are updated every year on 1 January. You will be notified via email of any price changes. These are also published on our website. Price changes for the toddler programme depend on decisions made by the municipality; we depend on the municipality with regards to the time at which we can inform you of any changes;
- Our payment conditions are outlined in a separate document that is available on our website;
- If we have to drop off or pick up children at or from school outside of town, we will charge transportation costs. The price overviews on our website specify the amount of these costs.

## ADDITIONAL HOUSE RULES FOR FLEXIBLE CARE

### Flexible daycare

- Each month, you pay for the contracted number of flexible care hours. The contracted hours can be used during the month in question and the five subsequent months (for a total of six months);
- You cannot use the contracted hours of a subsequent month during the current month. If you want more care than the contracted amount, the hourly rate for extra flexible care will apply. If you use up more care hours than the contracted amount during a month, these hours will be billed at the hourly rate for extra flexible care. This amount will be added to your invoice for the subsequent month;
- The reserved hours will be billed. If your child stays for longer than the reserved time, the actual hours will be billed;
- Flexible daycare has a minimum of three consecutive hours at a time between 06:45 and 18:30;
- If you change your contract, your hours will lapse;
- The minimal monthly amount of flexible daycare is sixteen hours;
- To guarantee availability, you must submit your request for a week and a half later via the parent portal by Thursday at 12:00 (noon) at the latest. For example: you must submit your request for week 32 via the parent portal by Thursday at 12:00 (noon) of week 30. It is still possible to request care within this ten-day period, although availability is not guaranteed in that case. Availability is subject to the availability of our carers and the attendance of other children;
- You can cancel any request free of charge up to five days in advance. After this deadline, the hours will be deducted from your monthly total. The reason for cancellation is irrelevant in this case (and also applies in the event of illness).

### Flexible out-of-school care

- Each month, you pay for the contracted number of flexible care hours. The contracted hours can be used during the month in question and the five subsequent months (for a total of six months);
- - Your monthly total number of contracted flexible hours is listed in the parent portal. These hours are used up per care moment, not per hour;
- You cannot use the contracted hours of a subsequent month during the current month. If you want more care than the contracted amount, the hourly rate for extra flexible care will apply. If you use up more care hours than the contracted amount during a month, these hours will be billed at the hourly rate for extra flexible care. This amount will be added to your invoice for the subsequent month;
- If you change your contract, your hours will lapse;
- The minimal amount of flexible out-of-school care is one day per week;
- To guarantee availability, you must submit your request for a week and a half later via the parent portal by Thursday at 12:00 (noon) at the latest. For example: you must submit your request for week 32 via the parent portal by Thursday at 12:00 (noon) of week 30. It is still possible to request care within this ten-day period, although availability is not guaranteed in that case. Availability is subject to the availability of our carers and the attendance of other children;
- You can cancel any request free of charge up to five days in advance. After this deadline, the hours will be deducted from your monthly total. The reason for cancellation is irrelevant in this case (and also applies in the event of illness).

These house rules apply in addition to the "General Terms and Conditions for Childcare – Daycare and out-of-school care 2017" of the Childcare Association. A separate attachment has been drawn up for flexible care. The board of directors presents these house rules to the central parents' committee every year.