



House rules & 'A Quick Reminder'

2023



Leeswijzer



Introduction

This document serves as a supplement to the 'General Terms & Conditions for Childcare, Day Care and Out-of-School Care 2017' of the Brancheorganisatie Kinderopvang (Dutch Childcare Association).

This document was submitted to the Central Parents Committee. In the text, we shorten the full name of this document, which is House Rules & 'A Quick Reminder' to 'House Rules'. As off 1 January 2022, the house rules and payment terms have been merged into this version of the House Rules.

If you have Acrobat Reader, the Reading Guide is clickable.

Our offerings

Nummereen Kinderopvang offers day care and out-of-school care for children from 0-13 years of age in the municipalities of Bergeijk, Bladel, Eersel, Reusel-De Mierden and Veldhoven. We are open 52 weeks a year, five days a week (Monday to Friday). We are closed on public holidays as stated in the CLA for Childcare. Furthermore, we are closed on Christmas Eve (24 December) and Sylvester Eve (31 December) from 17:00 hours. Depending on demand, opening days may vary per location. On www.nummereen.com/locaties (website in Dutch only) you can find an overview of all our childcare locations.

DAY CARE

Day care is care for children from 0-4 years of age. Our day care locations are open from 07:30 to 18:30 hours. We offer two different day care packages:

- > Day care for 52 weeks per year; childcare at fixed days per week.
- > Day care for 40 weeks per year; childcare at fixed days per week only during school weeks. This is based on the holiday schedule applicable to the elementary schools situated near the childcare location of your child. This schedule includes twelve weeks of school holidays: one week spring/carnival break, two weeks of holiday in May, six weeks of summer holidays, one week autumn break and two weeks of Christmas holidays.

We offer day care by the full day (07:30 to 18:30 hours). You have to take a minimum of one day of childcare per week. It is not possible to combine the aforementioned packages.

TODDLER PROGRAM

We offer a special program for toddlers. The toddler program consists of a combination of two fixed mornings from 08:30 to 12:30 hours. We only offer the program during school weeks, taking into account the holiday schedule applicable to the elementary schools situated near the childcare location of your child. This schedule includes twelve weeks of school holidays: one week spring/carnival break, two weeks of holiday in May, six weeks of summer holidays, one week autumn break and two weeks of Christmas holidays. During these weeks of holiday, the toddler program is closed.

The toddler program is for toddlers from two or two and a half years of age. This starting age is determined by and differs per municipality. More information about the starting age and the days on which we offer the toddler program can be found on www.nummereen.com/peuterprogramma (website in Dutch only). On some locations, the toddler program is integrated into the day care program. We are working together with the municipalities with respect to pre-school education and meet all requirements to offer a subsidized toddler program for parents that are not entitled to receive childcare benefit.

OUT-OF-SCHOOL CARE

Our out-of-school care program, also called Clup, is for children who attend primary school. Our Clup consists of a pre-school care, after-school care and holiday care program.

Opening hours and locations

School weeks:

- Pre-school care: from 7:30 hours to start of school
- After-school care: from end of school to 18:30 hours

On www.nummereen.com/bsso-schoollocaties/ (website in Dutch only) you will find an overview of the schools each of our childcare locations is partnering with.

Holiday weeks:

- School holidays: from 7:30 - 18:30 hours

During school holidays a number of our locations are closed. Children that normally attend one of the locations that are closed during the holidays, are welcome to attend another location that offers out-of-school care. For more information, please go to www.nummereen.com/vakantieprogramma (website in Dutch only).

School staff training days

For the elementary schools we are partnering with, we also offer out-of-school services during the occasional school staff training days or school-free days. Your child can attend our out-of-school program, if a school staff training day or school-free day falls on a contracted day of childcare. However, you do have to specifically request these extra hours of out-of-school care. Please go to '[Request \(additional\) childcare during school staff training days and school-free days](#)' for additional conditions and practical information.

What if a school staff training day falls on a day that is not fixed in your contract? You can request extra out-of-school care and we will grant the request if we have sufficient capacity.

Packages

After-school care package (pre-school care optional):

- 52 weeks: out-of-school care during school weeks on fixed, contracted day(s) + 12** days per contracted day of childcare for holiday care, to be scheduled at your own choice during school holidays*.
- 49 weeks: out-of-school care during school weeks on fixed, contracted day(s) + 9** days per contracted day of childcare for holiday care, to be scheduled at your own choice during school holidays*.
- 40 weeks: out-of-school care only during school weeks on fixed, contracted days.

Pre-school care:

- Only during school weeks, on fixed, contracted days, excluding after-school care.

Holiday care:

- 9** holidays per contracted day of childcare. To be schedule at your own choice during school holidays*.

* This is based on the holiday schedule applicable to the elementary schools situated near the childcare location of your child. This schedule includes twelve weeks of school holidays: one week spring/carnival break, two weeks of holiday in May, six weeks of summer holidays, one week autumn break and two weeks of Christmas holidays.

** The number of holidays is based on a one-year package. When purchasing a package for a duration of less than one year, the number of days will be calculated and/or recalculated pro rata.

Purchase conditionsw

Out-of-school care is only offered at the aforementioned hours.

The minimum number of hours of out-of-school care to be purchased is 80 hours per year (equalling approx. 7 contracted hours per month) to guarantee continuity with respect to the child's care. For example, one day of after-school care or one day of pre-school care combined with the holiday package;

- > It is not possible to combine the 52-, 49- or 40-week packages;
- > You can only purchase a separate holiday package for children from group 6 to 8 who have previously attended the after-school care program.

Holiday Clup

During school holidays, we have plenty of time to organize fun outings and activities for children that attend the out-of-school program. So, we often organize outings and activities! We will announce our holiday program prior to each holiday period. Based on this program, you can decide which day your child will join the Holiday Clup during that holiday period. This way, we offer you flexibility while ensuring that your child has a great time during the holidays! Please go to '[Request Holiday Clup](#)' for additional conditions and practical information.

If an activity will take place on another location, the pedagogical staff will inform you in a timely manner. If this is the case, you may have to bring your child to that specific location and possible have to pick them up as well. We may ask children age 8 and up to bring their bike. If a school clusters a number of school staff training days and school-free days in one week, this week is not considered to be a week of holiday, but those days are considered to be school staff training days. In such case, the conditions of the Holiday Clup do not apply. Please go to '[Request \(additional\) childcare during school staff training days and school-free days](#)' for more information.

Pedagogical policy

We are working according to a pedagogical policy plan. You can find this policy plan on our website. You can also view the plan at the childcare location that your child is attending. Each location has an additional pedagogical plan that addresses the specific situation at that location. You can also view this plan at the childcare location that your child is attending. Interns are the pedagogical employees of the future. We like to adequately train them to become good professionals. We employ interns according to the internship policy of Nummereen Kinderopvang. If needed, you can request this policy via stage@nummereen.com.



Contract

REGISTRATION

You can register your child via the digital registration form on our website. You can register your child no sooner than nine months before the desired starting date. We will then contact you to discuss your wishes. If we are able to place your child, we will send you a contract via email, which you have to sign digitally. Once we have received the signed contract, the contract is valid. You will receive a digital copy of the signed contract.

PROVISION OF PERSONAL DATA

We are required to ask both your child's and your date of birth and social security number. The Tax Authorities will link the childcare benefit requested to the actual hours purchased. That is why we submit the hours purchased to the Tax Administration (Belastingdienst/Toeslagen) each month. You are therefore required to submit the necessary personal data prior to the effective date of the contract. As parent, you are responsible for submitting accurate and up-to-date personal data.

DURATION OF CONTRACT PARENTAL AUTHORITY

The childcare contract is entered into with one of the parents or caregivers. The parent who is a party in the contract is the same parent who will apply or has applied for childcare benefit. The parent who is a party in the contract represents both parents. The parent who is a party in the contract will consult the other parent regarding important matters.

This is also the case if parents are divorced. In case of a two-parent household or co-parenting, both parents are jointly and severally liable for the childcare costs.

DIVORCE

In the event of divorce, you are required to immediately report this change in family situation. You mutually agree which parent will be a party in the contract and can thus apply for childcare benefit. Nummer **een** Kinderopvang is not responsible for the application. The parent who is a party in the contract will remain responsible for coordinating with the other parent. The parents mutually agree on the way the information regarding childcare is exchanged. You are responsible for ensuring that the personal data in the parent portal and on the contract are correct.

PLACEMENT POLICY

We abide by the statutory professional childcare-child ratio (in Dutch BKR) as stipulated in the Besluit Kwaliteit Kinderopvang en Peuterspeelzalen (Quality of Childcare and Preschool Decree). In principle, a child is placed in one fixed group, unless this is not possible. If so, we will discuss this with you. Groups may play together as part of our open-door policy, an activity or another occasion. Of course, we will make sure that childcare is always provided in a safe, pedagogical and familiar environment. If, in the event of force majeure (such as illness), insufficient staff is available, we may provide care in another designated group at your regular childcare location. To ensure that we can continue to provide childcare in a familiar environment and according to the rules and regulations regarding the professional childcare-child ratio. Furthermore, we reserve the right to determine in advance that childcare will be provided at another location on days when relatively few children are in attendance. For example on the Friday after Ascension Day, certain school holidays or the period between Christmas and New Year's Eve. We will inform you in advance of such a change in location. Furthermore, we reserve the right to provide childcare at another location on days when it appears at the last minute that occasionally three or fewer children are in attendance. We will inform you in advance of such a change in location.

CANCELLATION OF CONTRACT

If you wish to cancel your contract before the effective date, you must inform us by written notification or by email. The date of receipt of the mail or written notification serves as a reference for any cancellation fee. You can cancel your contract free of charge up to two months before the effective date. If you cancel the signed contract within two months prior to the effective date, we will charge a cancellation fee pursuant to Article 7 of the 'General Terms and Conditions for Childcare, Day Care and Out-of-School Care 2017'. This cancellation fee will amount to the costs of half a month of childcare as agreed upon in the original contract. However, it is possible to postpone the effective date by two weeks once only, if you inform us thereof no later than one month in advance. You will then receive a new contract.

CHANGES/CANCELLATION OF CONTRACT

If your child is already attending our childcare center and you wish to change or cancel your contract, we will apply a notice/processing period of at least one month from the date of receipt of the notice or change. Please inform us of such cancellation or change by email or via the mutation form on the website.

Payment terms

These payment terms serve as a supplement to Article 17 of the 'General Terms & Conditions for Childcare, Day Care and Out-of-School Care 2017' of the Brancheorganisatie Kinderopvang (Dutch Childcare Association).

INVOICING

Each month, at the beginning of that month, you will receive the invoice in the parent portal. Please check the invoice. Please notify the Customer Advice & Planning Department before the 15th of that month, if you are of the opinion that the invoice is not correct. You will preferably do so by email (info@nummereen.com). Would you like to receive your invoice by post? That is possible. However, we will charge € 3.50 administration fee. If you choose to switch childcare packages in the interim, we reserve the right to recalculate the cost of childcare.

CHILDCARE BENEFIT

You are responsible for applying for childcare benefit in a timely manner and for reporting any changes. Tip: Use the Tax Authority's Childcare Benefit app. You will receive the childcare benefit each month around the 20th of that month, prior to the month in which you purchase childcare. You can apply for childcare benefit up to three months retroactively.

PAYMENT

You are responsible for timely payment of the invoices. We are collecting payments via direct debit. The amount of the invoice will automatically be deducted from your bank account on the 20th of the month to which the invoice relates. If you do not authorize a direct debit, we will charge you € 3.50 per month. If you do not opt for direct debit and wish to receive your invoice by post, we will charge you € 5 administration costs per invoice. If you do not pay via direct debit, the invoice needs to be paid at the latest on the 20th of the month to which the childcare costs relate.

LATE PAYMENT

If you cannot meet your payment obligations at any time, we urge you to submit a written request for a payment scheme to prevent your contract from being terminated. You must submit this request to our financial administration by email (financieel@nummereen.com) before the payment term (the 20th of the month) has expired.

If you fail to comply with your payment obligations and you are two months in arrears, we reserve the right to immediately terminate your contract.

Parent portal

Nummereen Kinderopvang is using the digital parent portal Konnect. This is an easy accessible, safe and protected environment for receiving information. You can download the Konnect app on your tablet or smartphone, or you can access the portal via the corresponding website on your desktop. You will receive your personal login details directly via Konnect, approximately one month prior to the effective date of your contract. If you conclude a contract with us, we expect you to use Konnect, because we only disclose general information of the organization and our locations via Konnect. You can also view your invoices and annual statements via the parent portal. You can also report your child absent and request additional childcare via the parent portal. With respect to day care, we use a digital diary, which you can also find on the parent portal.



Childcare credit hours

We provide childcare on the days that are fixed in the contract. These fixed days add to the quality of the childcare provided; there is stability in the composition of the various groups and we offer the children a safe and familiar environment. With respect to the day care and out-of-school programs, we offer parents the additional service to save childcare credit hours. Allowing you to occasionally request additional childcare via the parent portal. Within the toddler program we don't work with childcare credit hours.

CREDIT HOURS FOR ABSENT DAYS IN RESPECT OF DAY CARE OR OUT-OF-SCHOOL CARE

You may occasionally want to cancel childcare on one of the fixed, contracted days. To accommodate you, we offer an additional service: if you cancel such a day in time, you can save the hours of childcare not used for when you need additional childcare. You will receive so-called credit hours for absent days, which you can use to occasionally request additional hours of childcare. We can only grant you these hours if there is sufficient capacity in your child's group. Within the toddler program, you cannot accrue credit hours for absent days.

Accrual

If you report your child absent no later than one day before the day of childcare in question before 12:00 hours, we will register those cancelled hours as credit hours for absent days in the parent portal. You can accrue a maximum of 80 credit hours for absent days. The childcare center is closed on public holidays and closing days pursuant to the CLA. On those days you are not entitled to receive any credit hours for absent days.

Use of credit hours for absent days

Credit hours for absent days are no financial credit or acquired right, but they are additional hours you can use if there is sufficient capacity at a time or day that is not fixed in your contract. With respect to the day care program, you can only use the credit hours for absent days accrued during the weeks fixed in your contract. If you have a contract for 52 weeks of day care (0-4 years of age), you are entitled to use the credit hours for absent days the entire year. If you have a contract for 40 weeks of day care, the credit hours for absent days can only be used during the 40 weeks that are fixed in the contract (so-called school weeks). With respect to the toddler program, you cannot accrue or use credit hours for absent days.

With respect to the out-of-school care program, you can only use the credit hours for absent days accrued during school weeks.

Validity

The credit hours for absent days accrued will be valid up to 90 days after the reported day of absence. Credit hours for absent days accrued during the day-care program can only be used for day care and not for out-of-school care. The credit hours for absent days are accrued per child; they are strictly personal and cannot be used for other children within the same family. After termination of the contract, the credit hours for absent days accrued will lapse. You are not entitled to any monetary compensation for those extra hours; we only offer the credit hours for absent days as an extra service.

Cancellation of absent days

You can cancel an absent day up to thirty days prior to the contracted day for which you reported your child absent. After this term, you can no longer cancel the request. We may have assigned the day for which you reported your child absent to a parent who requested extra childcare for the credit hours accrued. You can send in a new request for that day via the parent portal. However, we cannot guarantee that we will be able to place your child. Moreover, you can always cancel the reported day of absence within 15 minutes after submitting the request, if you accidentally made a mistake when reporting the day of absence.

HOLIDAY CREDIT OUT-OF-SCHOOL CARE

Accrual

You will annually be entitled to a number of holiday hours in proportion to the number of contracted days of childcare and your childcare package. Each month, you will pay 1/12th of your annual holiday hours, to ensure the costs are evenly divided across the year. You can view and use the holiday hours accrued via the parent portal. In case of a change in or termination of the contract, the amount of holiday hours you are entitled to will be recalculated. We will charge you for a negative balance of holiday hours, as you have wrongly used more holiday hours than you were entitled to. If, after recalculation, you still have some holiday hours left, we will not pay you a compensation for those hours. So, when saving holiday hours, you do so at your own risk.

Use of holiday hours

You can use the holiday hours accrued when requesting days for the Holiday Clup. Furthermore, you can also use your holiday hours accrued when requesting additional childcare during school weeks.

Validity

The holiday hours accrued will be valid for 13 months: during the current calendar year and in January of the next year. After that, the hours are no longer valid. After termination of the contract, the holiday hours accrued will lapse. You are not entitled to any monetary compensation for holiday hours that have lapse or that have not been used.

CREDIT HOURS FOR SCHOOL STAFF TRAINING DAYS

Accrual

You annually accrue 8 credit hours for school staff training days and school-free days per contracted day of after-school care. You can view the calculated number of credit hours for school staff training days in the parent portal. Credit hours for school staff training days are granted per calendar year and recalculated upon a change in or termination of the contract. We will charge any negative balance of credit hours for school staff training days resulting therefrom.

Use of credit hours for school staff training days

You can use your credit hours for school staff training days when requesting additional childcare on school staff training days and school-free days. Every child is entitled to the same number of credit hours for school staff training days, regardless of the number of school staff training days your child's elementary school is planning. Furthermore, you can also use your credit hours for school staff training days when requesting additional childcare as part of your childcare contract.

Validity

The credit hours for school staff training days accrued will be valid for 13 months: during the current calendar year and in January of the next year. After that, the hours are no longer valid. After termination of the contract, the credit hours for school staff training days accrued will lapse. You are not entitled to any monetary compensation for credit hours for school staff training days that have lapse or that have not been used.



Requesting additional childcare

REQUESTING OCCASIONAL ADDITIONAL CHILDCARE

You may occasionally need an extra day of childcare outside the fixed, contracted days of childcare. You can only request such an occasional day via the parent portal.

Request

You can request an additional day of childcare via the parent portal. You can do this up to 60 days in advance. You can only request a full day of childcare or part of a day. You cannot request separate hours. In your request, you either select the option to pay with credit hours for absent days or to receive an invoice if you don't have sufficient credit hours for absent days to pay for the additional day of childcare. In every request, you have to select one payment method. It is not possible to offset part of the amount to be paid against credit hours and receive an invoice for the remaining amount.

Approval of request

A requested day of childcare can only be approved if there is sufficient capacity in the group and if sufficient staff is available. We abide by the statutory professional childcarer-child ratio (in Dutch BKR) (as stipulated in the Besluit Kwaliteit Kinderopvang en Peuterspeelzalen (Quality of Childcare and Preschool Decree). If your regular group doesn't have sufficient capacity, we will check if we can place your child in another group at the same location. If that group doesn't have any capacity either, we will reject the request. If, for the additional day of childcare, your child can be placed in another group, we will inform you thereof when approving the request. By agreeing to these House Rules, you are agreeing to this in writing. If you only want your child to be placed in the regular group when requesting additional childcare, you can indicate this in the request.

We will approve or reject a request up to 30 days before the requested day of childcare. You will receive a notification via the parent portal at the latest within a few working days after you have

Cancellation of request

You can still cancel your request if it has not been approved yet. You can cancel an approved request up to thirty days prior to the day of childcare requested. After this term, you can no longer cancel the request. If you cancel the day of childcare requested within the cancellation term, the credit hours used will be refunded or the approved day of childcare will not be charged.

submitted your request. There are three options:

1. Your request has been approved.
2. Your request has been added to the waiting list (there is no capacity at the moment, but chances are that we will be able to place your child).
3. Your request has been rejected (there is no capacity and there is no chance that we will be able to place your child).

We will put your request on the waiting list if there is no capacity when processing your request, but we want to keep your request open in case there is a cancellation and we can assign the place to your child. You can rely on us to regularly check this. If you have found another solution while your request is on the waiting list, it is important that you cancel your request to keep your credit hours. When submitting a request, you can choose to fill in an expiry date to prevent your request from being approved and credit hours from being deducted whilst you no longer need the additional day of childcare.

REQUESTING HOLIDAY CLUP

We will announce our holiday program prior to each holiday period. Based on this program, you can decide which day your child will join the Holiday Clup during that holiday period. This way, we offer you flexibility while ensuring that your child has a great time during the holidays! Nummereen Kinderopvang wants to be flexible during the holidays, meaning that you have to book the days that you want to bring your child in advance. If you fail to request childcare during the holidays, we will not reserve a place for your child. Not even on the fixed contracted days. On www.nummereen.com/vakantieprogramma (website in Dutch only) you will find an overview of locations where and days on which the Holiday Clup is open.

Request

You can submit a request for Holiday Clup days via the parent app. You can do this up to 60 days in advance. You cannot request separate hours. In your request, you either select the option to offset the request against holiday hours or to pay by invoice if you don't have sufficient holiday hours left to pay for the request. It is not possible to offset part of the amount to be paid against holiday hours and receive an invoice for the remaining amount.

Cancellation of request

You can still cancel your request if it has not been approved yet. You can cancel an approved request for childcare during the holidays up to 21 days prior to the day of childcare requested. After this term, you can no longer cancel the request. If you cancel the day of childcare requested within the cancellation term, the credit hours used will be refunded or the approved day of childcare will not be charged.

Approval of request

If you use holiday hours to book a day or multiple days of childcare at the latest four weeks prior to the start of the holidays, your child is guaranteed a place. In that case, your request will automatically be approved. We will send you a reminder via the parent portal two weeks in advance (so six weeks prior to the start of the holidays). If you book a place later than the specified reservation period, we cannot guarantee your child a place. We will then process your request based on availability.

If you want to receive an invoice instead of using holiday hours, we cannot guarantee your child a place. The place will then be allocated based on capacity (the same rules apply as when requesting an additional day of childcare).

REQUEST OF (ADDITIONAL) CHILDCARE FOR SCHOOL STAFF TRAINING DAYS AND SCHOOL-FREE DAYS

For the schools that are partnering with our locations, we offer childcare services on school staff training days and school-free days.

Request

You can submit a request for a school staff training day at the latest 60 days in advance via the parent portal. If it is one of your fixed days, you can request the additional part of the day during school hours. If it is not one of your fixed days, you can only request a full school staff training day. In your request, you select whether you want to offset your request against your credit hours for school staff training days or against other valid credit hours. If you have no credit hours left, you select the option to pay by invoice. It is not possible to offset part of the amount to be paid against credit hours and pay the remaining amount by invoice.

Approval of request

If the school staff training day is on a fixed, contracted day of childcare, your child is guaranteed a place, if you have requested the school staff training day at the latest before 12:00 hours on the working day prior to the school staff training day. Is the school staff training day not on a fixed, contracted day, you can request childcare for the school staff training day and the request will be approved if there is sufficient capacity (the same rules apply as when requesting an additional day of childcare).

Cancellation of request

You can still cancel your request if it has not been approved yet. You can cancel an approved request for a school staff training day up to 30 days prior to the day of childcare requested. After this term, you can no longer cancel the request. If you cancel the day of childcare requested within the cancellation term, the credit hours used will be refunded or the approved day of childcare will not be charged.



Illness

It may be difficult to determine to what extent a child is sick and whether it can or cannot come to the childcare center. This will be done in consultation with the pedagogical employee. If your child falls ill when attending the childcare center, the pedagogical employee will contact you. He or she will determine whether the child can stay or has to be picked up. We abide by the protocol 'Childhood diseases and injuries', which can be found on the parent portal. If the government is tightening up the guidelines for mandatory self-quarantining because of health problems, we will follow these guidelines in addition to the aforementioned protocol. When your child is sick, we kindly ask you to report your child absent. With respect to the day care and out-of-school care program, we offer the opportunity to receive credit hours for absent days for the hours that the child has been reported absent. More information can be found under '[Credit hours for absent days in respect of day care and out-of-school care](#)'.



Complaint procedure

We have a complaint procedure. You can inform the pedagogical employee, team coach or the Customer Advice and Planning department of a complaint/point of improvement. If you are not satisfied with the way your complaint is being handled, you can fill out the improvement form on our website, after which the internal complaint procedure will apply. You can find the complaint procedure on the parent portal.

If you are not fully satisfied with the internal complaint procedure, you can contact the Klachtenloket Kinderopvang (Childcare Complaints Desk - www.klachtenloket-kinderopvang.nl - website in Dutch only) or the Geschillencommissie (Disputes Committee - www.degeschillencommissie.nl/english/).



Insurances

Nummereen Kinderopvang has taken out a liability and accident insurance. We cannot be held liable for any damage to or loss of clothing and/or property of your child. We would like to remind you that you are legally liable for any damages caused by your child.



Rates and conditions

The childcare rates are annually adjusted on 1 January. We reserve the right to make an interim rate change in exceptional situations, in which case the customary consent of the central parents' committee applies. You are informed of any rate changes via the parent portal and on the website. Any changes in the rates of the toddler program will depend on the respective municipality. The time on which the rate changes will be communicated depend on the respective municipality.

