

House rules

Nummereen Kinderopvang

This document supplements the "General Terms and Conditions for Childcare - Daycare and After-school Care 2017" of the Childcare Industry Association. This document has been submitted to the central parent committee. The guide is clickable if you use Acrobat Reader.

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Our services

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

Daycare

Daycare is available for children aged 0-4 years and operates from 7.30 to 18.30 hours. We offer two different day care packages:

- *Day care for 52 weeks per year:* fixed days of care per week year-round.
- *Day care for 40 weeks per year:* Fixed days of care per week during school weeks only.
 - School holidays are based on the schedule of primary schools in the area of the respective childcare location.
 - This includes 12 weeks of school holidays: one week for spring/carnival holidays, two weeks for May holidays, six weeks for summer holidays, one week for autumn holidays, and two weeks for 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.

At the time of drafting these house rules, we are the partnering organization with the municipalities in our working area for early childhood education. We meet all the requirements to offer a subsidized toddler program at designated locations for parents who are not eligible for childcare allowance.

Out-of-school care Clup & Bazenbos

Our out-of-school care program, de Clup en het Bazenbos, is for children who attend primary school.

- Our Clup consists of a pre-school care, after-school care and holiday care program.
- Het Bazenbos consists of a 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/bso-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/vakantie (website in Dutch only).

Study days

We also accommodate study days that are notified by the school. You need to request this additional care yourself. See '[study day credits for bso](#)' for further conditions and practical information.

Pack-ages

Clup:

- *After-school care (optionally including before-school care):*
 - 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-schoolcare*

Available only during school weeks* on fixed contracted days, without after-school care in the afternoon. Before-school care can only be booked in combination with an after-school care package.

Bazenbos:

- *After-school care:*
 - 52 weeks: Care during school weeks on fixed contracted days + 12** days per contracted day for vacation care, freely adjustable during school vacation weeks*.

Vacation care

9** vacation days per calendar year. Freely adjustable during school vacation weeks. Each location offers a limited number of vacation care packages.

Terms of use:

- It is not possible to combine the 52-, 49- or 40- week packages.
- After-school care is booked in half-day sessions as outlined above.
- A Bazenbos package can be combined with a Clup-52 week package. In this case, vacation care will take place at Bazenbos and Clup or only at Bazenbos.
- A vacation care package is only available as an additional package in combination with an after-school care package or for children in grade 6 and above who previously had an after-school care package.

* This is based on the school holiday schedule applicable to primary schools in the area of the location where you receive care. We account for twelve weeks of school holidays: one week for spring/carnival break, two weeks for May break, six weeks for summer break, one week for autumn break, and two weeks for Christmas break.

** The number of vacation days is based on a full calendar year of package use. For a shorter usage period, the number of days is calculated proportionally.

School holidays:

- During school holidays, we have plenty of extra time to organize fun outings and activities at the after-school care. And we make full use of this time! Before each holiday, we announce our holiday program for Clup. At Bazenbos, we work with a holiday theme
- Based on the holiday program, you can decide on which day(s) your child will attend during that holiday. This provides flexibility for you and ensures an optimal holiday experience for your child! For further practical information, see the section "[Requesting Vacation Days](#)." If your child attends less or not at all during a holiday, these days can be used during another holiday within the same year.
- If an activity takes place at a different location, the pedagogical staff will inform you in advance. In such cases, you may need to drop off and pick up your child at that location. For the 8+ age group, we may ask them to bring their bike.
- If a school clusters study days or days off within a single week, this week is not considered a vacation week but rather study days. In such cases, the vacation-related agreements do not apply. See the section '[Requesting \(additional\) care during study of school-free days](#)' for more details.

Pedagogical policy

We operate according to a pedagogical policy plan. For Bazenbos, there is a separate version. Both plans are available on our website. Each location also has a supplemental pedagogical work plan that addresses the specific local situation. This plan can also be reviewed at your location.

We are committed to training new pedagogical staff to become skilled professionals. These trainee pedagogical employees (pmio) are deployed in accordance with the internship policy of Nummereen Kinderopvang. This policy can be requested via stage@nummereen.com.

Contract

Registration

You can register your child as early as nine months before the desired start date of care. This can be done via the digital registration form on our website. We will then contact you to discuss the desired placement. If we can offer you a spot, you will receive an agreement via email that you can digitally sign. Once we have received the signed agreement, it becomes legally binding. You will also receive a digital copy of the signed agreement.

Providing Personal Data

We are required to request the date of birth and Citizen Service Number (BSN) of both you and your child. The Dutch Tax and Customs Administration links the requested childcare allowance to the actual hours of care taken. For this, we file a monthly report to the Tax Administration. You are therefore required to provide the necessary personal data before the agreement's start date. As a parent, you are responsible for providing correct and up-to-date personal data. We handle all information entrusted to us with care and keep it confidential. Personal data is processed carefully and always in accordance with applicable laws and regulations.

Contract Duration and Parental Authority

The childcare agreement is entered into with one of the parents or guardians. This "contract parent" is the person in whose name the childcare allowance is or will be requested. The contract parent represents both parents and ensures coordination of important matters with the other parent. This also applies if parents are divorced. In two-parent or co-parenting situations, both parents are jointly and severally liable for the childcare costs.

Divorce

In the event of a divorce, you are required to immediately notify us of this change in family situation. You must mutually decide which parent will take responsibility for the contract and thus request the childcare allowance. Nummereen Kinderopvang is not responsible for this. The contract parent remains responsible for coordination with the other parent. Parents must make their own arrangements regarding information-sharing about the childcare. You are personally responsible for ensuring that all details in the parent portal and agreement are accurate.

Placement Policy

We adhere to the statutory staff-to-child ratio (BKR) as established in the Quality Decision for Childcare and Playgroups. A child is generally placed in one core or primary group unless this is not feasible. If this is the case, we will discuss it with you. Due to our open-door policy, activity offerings, or other reasons, groups may occasionally interact. We always ensure your child is cared for in a safe, pedagogically sound, and familiar environment.

In cases of unforeseen circumstances (e.g., staff shortages due to illness), we may provide care in another designated group at your regular childcare location. This ensures that care

continues in a familiar setting while complying with staff-to-child ratio regulations. Additionally, we reserve the right to offer care at a different location on days when there are only three or fewer children present. Examples include the Friday after Ascension Day, certain school vacations, or the period between Christmas and New Year. You will be informed about this in advance.

Changes/Cancellation of contract

If you are already using our childcare services and wish to change or terminate your agreement, a notice period of at least one month applies, starting from the date we receive the termination or modification request. Changes or cancellations must be submitted via email or the modification form on our website.

Cancellation of contract

If you wish to cancel your agreement before the start of childcare, you must notify us in writing or via email. The date we receive your email or written notice determines any applicable cancellation fees. If you cancel the signed agreement within one month before the start date, cancellation fees will apply. These fees are in line with Article 7 of the "General Terms and Conditions for Childcare, Daycare, and After-school Care 2017." The cancellation fees amount to half a month of childcare costs as agreed upon in the original agreement. It is possible to postpone the start date once, by two weeks, provided you notify us no later than one month in advance. In this case, you will receive a new agreement.

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

You will receive your invoice monthly at the beginning of the respective month via the parent portal. It is your responsibility to review the invoice. If you believe it contains errors, notify the Customer Advice & Planning department by the 15th of that month, preferably via email (info@nummereen.com). If you prefer to receive the invoice by post, this is possible for an administrative fee of €3.50. If you switch to a different childcare package during the contract period, we reserve the right to recalculate the childcare costs.

Childscare 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 (Dienst Toeslagen).

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. Payments are processed via direct debit, which occurs monthly on the 20th of the month for the corresponding childcare costs. If you do not authorize direct debit, a fee of €3.50 will be charged monthly. If you choose not to use direct debit and wish to receive your invoice by post, the administrative costs are €5.00 per invoice. For non-direct debit payments, the payment deadline is the 20th of the month for which childcare costs apply.

Payment Arrears

If you are unable to meet your payment obligations, we strongly advise submitting a written request for a payment arrangement. This can prevent your agreement from being terminated. Submit this request to our financial administration via email (financieel@nummereen.com) before the payment deadline (the 20th of the month). A request for a payment arrangement does not suspend your payment obligation.

If you fail to make payment and your arrears reach two months, we reserve the right to terminate your agreement immediately.

Parent portal

Nummereen Kinderopvang uses the digital parent portal Konnect. This is an accessible, secure, and protected platform for receiving information. You can download Konnect as an app on your tablet or smartphone, or you can access the portal via the associated website on your desktop. You will receive your personal login details directly from Konnect before the start of your childcare.

If you conclude a contract with us, we expect you to use Konnect. The registration or cancellation of childcare days, as well as requests for additional care, are handled through the parent portal. General communications from our organization or your specific location are also delivered via the parent portal. Additionally, you can view your invoices and annual statements there. For daycare, we use a digital diary, which is also accessible through Konnect.



Childcare credit hours

We provide care on contracted, fixed days. This consistency enhances the quality of care: it ensures stability in the groups and a safe, familiar environment for children. As an additional service, we offer childcare credits for daycare and after-school care. These credits allow you to request occasional extra care through the parent portal. Childcare credits are not available within the toddler program.

Incidental care and absence credits

Occasionally, you may not need care on a contracted, fixed childcare day. To accommodate this, we offer an additional service: if you cancel in advance, the hours from that day can be reserved as credits. These credits, called absence credits, can be used to request incidental extra care. We can only grant these credits if there is availability in your child's group. Absence credits are not applicable within the toddler program.

Accrual

- If you notify us of your child's absence by 12:00 PM on the day prior to the scheduled childcare day, the cancelled hours will be credited as absence credits in the parent portal.
- You can accrue up to a maximum of 80 hours of absence credits.
- On public holidays or days when childcare is closed as per the collective labor agreement, the service is unavailable, and no absence credits will be granted.

Usability

Absence credits are not a financial credit or acquired right but a reserve you can use if there is available capacity at a time when you do not have contracted childcare.

Daycare

In daycare, absence credits can be used during the contracted weeks.

- If you have a 52-week daycare contract (0-4 years), absence credits can be used up to 90 days after the day of the reported absence on a preferred day.
- If you have a 40-week daycare contract, credits are valid for 90 days after the reported absence and can be used during the contracted 40 weeks (the so-called school weeks).

After-school Care (bso)

For after-school care, accrued absence credits can only be used during school weeks.

Validity

- Accrued absence credits are valid up to 90 days after the reported absence.
- Absence credits accrued in daycare are only valid within daycare and cannot be used for after-school care.
- Absence credits are accrued per child: they are strictly personal and non-transferable to other children within the family.
- Upon termination of your contract, accrued credits will expire.
- There is no entitlement to financial compensation for these reserves; the use of absence credits is an additional service.

Requesting incidental care

You can request additional childcare moments through the parent portal, either on an invoice basis or by using absence credits. Requests can be made up to 60 days in advance and apply to either a full day or a part-day session.

Canceling a contracted day

- A contracted day can also be canceled incidentally through the parent portal. This is important for the group staff to manage the attendance records of the children.
- If you notify us of your child's absence by 12:00 PM on the day prior to the scheduled childcare day, the canceled hours will be credited as absence credits in the parent portal. You can accrue up to a maximum of 80 hours of absence credits. On public holidays or days when childcare is closed as per the collective labor agreement, no absence credits will be granted.
- The parent portal provides further details on how to request or cancel additional childcare days.

Holiday credit out-of-school care

During the school holidays of primary schools associated with our childcare locations, we offer care services. Nummereen has opted for flexibility during holidays, which means you need to reserve the desired days in advance. If you do not request care for the holiday period, we will not reserve a spot for your child, even on your contracted day(s).

Vacation requests

If you reserve within the specified timeframe, your spot is guaranteed, even on non-contracted days. If you reserve too late, you will be placed on a waiting list

- *Clups*
Before each holiday, we announce the vacation program for Clups. Based on this program, you can decide on which day(s) your child will attend during the holiday. This provides flexibility for you and ensures an optimal holiday experience for your child.
- *Bazenbos*
At Bazenbos, we work with a holiday theme and, as always, plan activities day by day. You are also flexible in selecting the days you reserve for your child.

Accrual

- Based on the number of contracted childcare days and your chosen package, you will receive vacation credits on a pro-rata basis. Each month, you pay for 1/12 of your annual vacation credits, ensuring that costs are evenly distributed throughout the year.
- Vacation credits are visible and usable per calendar year via the parent portal.
- In the event of a contract change or termination, your credit balance will be recalculated. A negative balance will be charged to you, as you would have used more vacation credits than entitled. If any credit remains after recalculation, this will not be refunded. Saving credits is therefore at your own risk.

Usability

- Vacation credits can be used to request vacation days for the vacation Clup or Bazenbos.
- Vacation credits can also be used to request additional care moments during school weeks.

Validity

- Accrued vacation credits are valid for 13 months: the current calendar year plus January of the following year. After this period, the credits can no longer be used.
- Upon termination of your contract, accrued credits will expire. There is no entitlement to financial compensation for unused or expired vacation credits.

At www.nummereen.com/vakantie you can find an overview of locations and the days when the Clups and Bazenbos are open during holidays. The parent portal provides more details on how to request vacation Clup and Bazenbos days.

Study day credits for after-school care (bso)

During study days and school-free days at primary schools associated with our Clup and Bazenbos locations, we provide childcare on those days. Study days are communicated to Nummereen Kinderopvang by the primary schools before the start of the academic year. If the school does not notify us of a study day in time, unfortunately, we cannot offer care on that day.

Accrual

- If these study days fall on a contracted childcare day, your spot is guaranteed as long as you request it at least 7 days in advance.
- Annually, you receive a credit balance of 8 hours per contracted after-school care day for study and school-free days. The calculated study day credits are visible in the parent portal.
- Study day credits are granted for one calendar year and will be recalculated in the event of a contract change or termination. If this results in a negative credit balance, the shortfall will be charged to you.

Usability

- Your study day credits can be used to request additional childcare on study and school-free days. They can also be used to request extra care moments within your childcare contract.
- This balance is the same for all children, regardless of the number of study days scheduled by your child's primary school.

Validity

- Accrued study day credits are valid for 13 months: the current calendar year plus January of the following year. After this period, the credits can no longer be used.
- Upon termination of your contract, accrued credits will expire. There is no entitlement to financial compensation for unused or expired study day credits.

Further details on how to request study days can be found in the parent portal.

Illness

It can sometimes be difficult to determine the extent to which a child is ill and whether they can attend childcare. This is decided in consultation with the pedagogical staff. If your child becomes ill during childcare, the pedagogical staff will contact you. They will determine whether your child can stay or needs to be picked up. We follow the protocol "Illness and Accidents in Children," which can be found in the parent portal. If the government tightens guidelines regarding mandatory home stays due to health complaints, we will adhere to these as a supplement to the aforementioned protocol.

If your child is ill, we request that you notify us of their absence. In daycare and after-school care (BSO), it is possible to receive absence credits for these canceled hours. You can read more about this under the section '[Absence credits for daycare and bso](#)'.

Complaint procedure

We have a complaints procedure in place. You can report a complaint or suggestion for improvement to the pedagogical staff, team coach, or the Customer Advice & Planning department. If you are not satisfied with how the complaint is handled, you can fill out the complaint/improvement form on our website, after which the internal complaints procedure will commence. This procedure is also available in the parent portal.

If you are still not satisfied with the outcome of the internal complaints process, you can contact the Childcare Complaints Desk at klachtenloketkinderopvang.nl or the Disputes Committee at degeschillencommissie.nl.

Insurance

Nummereen Kinderopvang has liability and accident insurance. This liability is limited to the amount covered by the insurer in the specific case. Nummereen Kinderopvang is not liable for any consequential damages.

Damage to or loss of your child's clothing and/or belongings is also not covered under our liability. Please note that you are legally responsible for any damage caused by your child.

Rates and conditions

- The cost of childcare is adjusted annually on January 1st. We reserve the right to implement interim price changes in exceptional circumstances, subject to the usual approval of the central parent committee.
- Price changes are communicated to you via the parent portal and are also published on the website.
- Any changes in costs for the toddler program depend on the relevant municipality. We are reliant on the municipality to communicate such changes and their timing.