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Nummereen Kinderopvang

This document serves as a supplement to the General Terms and Conditions for Childcare – Daycare and Out-of-School Care 2025 of the Dutch Childcare Sector Organisation. This document has been presented to the central parent committee. The table of contents is clickable if you are using Adobe Acrobat Reader.

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Our childcare services

Nummereen Kinderopvang offers childcare for children ages 0–13 in the municipalities of Bergeijk, Bladel, Eersel, Reusel-De Mierden, Valkenswaard, and Veldhoven. We are open 52 weeks a year, five days a week (Monday through Friday). We are only closed on national holidays as listed in the Dutch Childcare Collective Labor Agreement (New Year's Day, Easter Monday, King's Day, Liberation Day (May 5), Ascension Day, Whit Monday, and Christmas Day and Boxing Day). In addition, we close at 5:00 PM on Christmas Eve (December 24) and New Year's Eve (December 31).
Depending on local demand, opening days may vary for specific locations. You can find all our childcare locations at **www.nummereen.com/locaties**.

Daycare

Daycare is available for children ages 0–4. Our daycare locations are open from 7:30 AM to 6:30 PM. We offer two types of daycare packages:

- *52-week daycare:* childcare on fixed days per week, all year round.
- *40-week daycare:* childcare on fixed days per week, only during school weeks.
    - For this package, we follow the vacation schedule used by the elementary schools in the area where you receive childcare.
    - This schedule includes twelve weeks of school holidays: one week for spring/carnival break, two weeks for the May break, six weeks of summer vacation, one week for fall break, and two weeks for the Christmas holidays.

Daycare is offered in full-day sessions (7:30 AM to 6:30 PM). The minimum enrollment is one full day per week. The packages listed above cannot be combined. Diapers are included in all daycare packages.

Preschool Program

For toddlers, we offer a preschool program. This program consists of two fixed mornings per week and runs from 8:30 AM to 12:30 PM. The preschool program is only offered during school weeks. For scheduling, we follow the vacation calendar used by the elementary schools in the area where you receive childcare. This includes twelve weeks of school holidays: one week for spring/carnival break, two weeks for the May break, six weeks of summer vacation, one week for fall break, and two weeks for the Christmas holidays. There is no preschool program during these holiday weeks. Diapers are included in all preschool program packages.

The preschool program is available for children starting at either two or two-and-a-half years old. This starting age is determined by the municipality and may differ per municipality. More information about the starting age and the days on which we offer the preschool program can be found at http://www.nummereen.com/peuterprogramma. At a few locations, the preschool program is integrated into our daycare.

At the time these house rules were created, we are the designated partner of the municipalities in our service area for providing early childhood education. We meet all requirements to offer a subsidized preschool program at approved locations for parents who are not eligible for childcare allowance.

After-school Care: Clup & Bazenbos

Our after-school care (bso), Clup and Bazenbos, is available for children in elementary school.

- Clup offers before-school care (BSC), after-school care (ASC), and vacation care.
- Bazenbos offers after-school care and vacation care.

Times and Locations

School weeks:

- Before-school care (BSC): 7:30 AM until school starts (Clup only)
- After-school care (ASC): from school dismissal until 6:30 PM

At www.nummereen.com/bso-schoollocaties/ you can find, for each childcare location, an overview of the associated schools.

Vacation weeks:

- Vacation care: 7:30 AM–6:30 PM

During school holidays, some locations are closed. Children from these closed BSO locations are welcomed at another designated BSO site. More information can be found at www.nummereen.com/vakantie.

Teacher In-Service Days

We provide care on teacher in-service days (studiedagen) reported by the school. You must request this additional care in advance. For more practical details, see "Holiday credit out-of-school care".

Packages

Clup

- *After-school care (optionally including before-school care):*
  - 52 weeks: care on fixed, contracted day(s) during school weeks + 12 vacation care days per contracted care day, to be used flexibly during school vacation weeks*
  - 49 weeks: care on fixed, contracted day(s) during school weeks + 9 vacation care days per contracted care day, to be used flexibly during school vacation weeks**.
  - 40 weeks: care only during school weeks, on fixed, contracted days.

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

Bazenbos

- *After-school care:*
  - *A 52-week combination package:* 46 weeks at Bazenbos and 6 weeks at Clup during the summer holidays.
  - *A 46-week package:* 40 school weeks and 6 holiday weeks at Bazenbos, with no childcare during the summer holidays.

Vacation Care

- 9** of 12** vacation days per calendar year, to be used flexibly during school vacation weeks. A limited number of vacation care packages are available per location.

Terms of Enrollment

- It is not possible to combine 52-, 49-, or 40-week packages.
- After-school care is booked in the time blocks listed above.
- It is possible to combine a 52-week combination package at Bazenbos with a 52-week package at Clup. Holiday childcare will then take place at both Bazenbos and Clup, or only at Bazenbos (except during the summer holidays).
- A vacation care package can only be booked in addition to an ASC package, or for children in grade 6 and up who previously had an after-school care package.

* We follow the vacation calendar used by the elementary schools in the area where you receive childcare. This includes twelve weeks of school holidays: one week for spring/carnival break, two weeks for the May break, six weeks of summer vacation, one week for fall break, and two weeks for the Christmas holidays.
** The number of vacation care days is based on a full calendar year. If you use the package for less than a year, the number of days will be calculated on a pro-rata basis.

School Holidays

- During school holidays, we naturally have extra time to organize fun outings and activities at our after-school care locations. And we make the most of it! Before each holiday period, we share the Clup holiday program. At Bazenbos, we work with a special holiday theme.
- Based on the holiday program, you can decide yourself on which day(s) your child will join us during that holiday period. This gives you flexibility and ensures your child has the best possible holiday experience! For more practical details, see "**Vacation requests**." And if your child comes less often—or not at all—during a certain holiday, those unused days can be used during another holiday week within the same year.
- If an activity takes place at a different location, our childcare professionals will let you know in advance. In that case, you may need to bring and possibly pick up your child at that location. For children ages 8 and up, we may ask them to bring their bicycle.
- If a school clusters in-service days or non-school days into one week, we do not consider this a vacation week but a week of in-service days. The arrangements that apply to school holidays are therefore not in effect. For more information, see "**Teacher In-Service Day Credit (bso)** "

Pedagogical policy

We work according to a pedagogical policy plan. For Bazenbos and Clup, we have separate versions. Both documents can be found on our website. Each location also has its own pedagogical work plan, which describes the specific local situation. This plan is available for you to view at your location.

We are committed to training new childcare professionals to help them grow into skilled practitioners. We involve these developing childcare professionals (PMIOs) in our daily work according to the internship policy of Nummereen Kinderopvang. You can request this policy by emailing **stage@nummereen.com**.

Contract

Registration

You can register your child for childcare up to nine months before the desired start date. Registration is done through the digital registration form on our website. We will then contact you to discuss the placement options. If we can offer your child a spot, you will receive an agreement by email, which you can sign digitally. Once we have received the digitally signed agreement, the contract is officially in effect. You will receive a digital copy of the signed agreement.

Providing Personal Data

We are required to ask for the date of birth and Citizen Service Number (BSN) of both your child and yourself. The Benefits Office (Dienst Toeslagen) matches the childcare allowance you apply for with the actual childcare hours used. To do so, we submit monthly reports to the Benefits Office. You are therefore required to provide all necessary personal data before the agreement takes effect. As a parent, you are responsible for providing correct and up-to-date information.
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 Holder and Parental Responsibility

The childcare agreement is made with one parent or guardian. This contract holder is the person in whose name the childcare allowance is or will be requested. The contract holder represents both parents and is responsible for coordinating important matters with the other parent — including in cases of separation. In two-parent households or co-parenting situations, both parents are jointly responsible for all childcare costs.

Separation

In the event of a divorce, you must inform us of this change in your family situation immediately. Parents must decide together which parent will become the contract holder and will therefore apply for childcare allowance. Nummereen Kinderopvang is not responsible for this decision. The contract holder remains responsible for coordinating with the other parent. Agreements regarding the exchange of information about childcare must be arranged between the parents. You are responsible for ensuring that all information is correct in the parent portal and in the agreement.

Placement Policy
We follow the legally required staff-to-child ratio (BKR) as specified in the Dutch Childcare Quality Decree. A child is placed in one primary group unless this is not possible. If that is the case, we will discuss this with you. Due to our open-door policy, activity planning, or other reasons, groups may occasionally interact or play together. Of course, we always ensure that your child receives care in a safe, pedagogically responsible, and familiar environment. If, in exceptional circumstances (such as staff illness), there is not enough staff available, we may provide care in another designated group at your regular childcare location. This allows care to continue in a familiar setting while respecting the required staff-to-child ratio. We also reserve the right to offer care at another location on days when it turns out last minute that only three or fewer children will be present. This may occur on days such as the Friday after Ascension Day, during certain holiday periods, or between Christmas and New Year's. You will be informed of this in advance.

Temporary closure of a group or location
In exceptional circumstances, Nummereen Kinderopvang may decide to temporarily close a group or location due to a severe staff shortage. This will only happen if there are not enough regular or qualified substitute childcare professionals available to ensure the safety and quality of childcare and to meet legal requirements. We do everything we can to prevent such situations and will inform parents as soon as possible if a temporary closure becomes necessary.
If we have to temporarily close a group or location, you will receive compensation for the childcare you have already paid for but were unable to use. This means you will receive a full or partial refund of the amount paid.
Parents can find more information in the Q&A on Occasional Closures in the parent portal.

Changing or Terminating the Agreement
If your child is already enrolled and you wish to change or cancel your agreement, a notice and processing period of at least one month applies, starting from the date we receive your request. You must submit cancellations or changes by email or through the change request form on our website.

Canceling the Agreement Before the Start Date
If you wish to cancel childcare before the start date, you must notify us in writing or by email. The date we receive your message is considered the official cancellation date.
If you cancel within one month before the agreed start date, we will charge cancellation fees*. These fees equal half a month of childcare costs as stated in your original agreement.

Example: If your monthly childcare costs are €1,042, the cancellation fee is €521.

You may postpone the start date once, free of charge, by a maximum of two weeks, provided you notify us at least one month before the original start date. You will then receive a new agreement.

* (In accordance with Article 7 of the General Terms and Conditions for Childcare, Daycare, and After-School Care 2025.)

Trial period and termination for children with additional support Needs

Trial Period
Nummereen Kinderopvang applies a two-month trial period. This trial period is necessary to determine whether Nummereen is able to meet the child's specific needs. During this period, all regular agreements, general terms and conditions, house rules, and financial arrangements remain in effect. The trial period begins on the child's first day of care. During the introductory meeting, we will explain how the trial period works. The full protocol is available upon request via info@nummereen.com.

Evaluation during the Trial Period
During the trial period, Nummereen Kinderopvang assesses the extent to which the childcare location can meet the child's support needs. An evaluation and conclusion will take place within two months. Parents will always be involved in this process. If we determine that the child requires additional support, interim evaluation meetings will be scheduled during the trial period.

Termination during the Trial Period
If it becomes apparent that Nummereen Kinderopvang is unable to provide the support required, Nummereen may terminate the agreement with immediate effect. We will always discuss this with the parents first, giving them the opportunity to respond. Parents will receive a written explanation stating the reason for the termination. No notice period applies, and the agreement will end immediately.

Termination by Parents
Parents may also terminate the agreement during the trial period. In this case, the regular contractual notice period of one month applies (see section ‘Changing or Terminating the Agreement’)

Liability

Nummereen Kinderopvang is not liable for any damages arising from the termination of the agreement during the trial period.

Payment terms

These payment terms are an addition to Article 17 of the *General Terms and Conditions for Childcare, Daycare, and After-School Care 2025* from the Dutch Childcare Association.

Invoicing
You will receive your monthly invoice at the beginning of each month through the parent portal. Please check the invoice yourself. If you believe something is not correct, inform the Customer Service & Planning department before the 15th of that month—preferably by email (info@nummereen.com).
If you wish to receive the invoice by post, this is possible; however, we charge an administrative fee of €3.50. If you switch to a different childcare package during the year, we reserve the right to recalculate your childcare costs.

Childcare Allowance
You are responsible for applying for childcare allowance on time and for reporting any changes.

> **Tip: use the Childcare Allowance app from the Benefits Office (Dienst Toeslagen).**

Childcare allowance is paid monthly around the 20th, in advance of the month in which you use childcare. You can apply for childcare allowance retroactively for a maximum of three months.

Payment
You are responsible for making sure payments are made on time. We use automatic direct debit. This takes place monthly on the 20th of the month the costs relate to.
If you do not give permission for automatic direct debit, we charge an administrative fee of €3.50 per month. If you do not choose automatic direct debit *and* you want to receive your invoice by post, the administrative fee is €5.00 per invoice.
If you do not pay via automatic direct debit, the payment deadline is the 20th of the month the childcare costs relate to.

Payment Arrears
If at any point you are unable to meet your payment obligations, we urgently ask you to submit a written request for a payment plan. This helps prevent the termination of your agreement. Your request must be submitted to our financial administration by email (financieel@nummereen.com) before the payment deadline (the 20th of the month).
Submitting a request for a payment plan does not suspend your payment obligations.
If you fail to make payment and your outstanding balance reaches 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 where you can receive all important information. You can download Konnect as an app on your tablet or smartphone, or access it through the website on your desktop. You will receive your personal login details before your child's first day of care, sent directly from Konnect.

When you enter into an agreement with us, we expect you to use Konnect. Registering or canceling childcare days and requesting additional care are all done through the parent portal. General communication from our organization or your childcare location is also shared via Konnect. In addition, you can view your invoices and annual statements there. For daycare, we use a digital daily logbook, which you will also find in Konnect.

Childcare credit hours

We provide childcare on contracted, fixed days. This stability benefits the quality of care: it creates consistency within the groups and offers children a safe and familiar environment. As an additional service, we use childcare credits for daycare and after-school care. These credits allow you to request occasional extra childcare through the parent portal. For the preschool program, we do not use service hours.

Incidental care and absence credits

Sometimes you may not need childcare on one of your contracted fixed days. To support you in these situations, we offer an additional service: if you cancel on time, the childcare hours for that day can be saved as a credit. You will receive so-called service hours, which you can use to request occasional extra childcare. Service hours can only be granted if there is available capacity in your child's group. For the preschool program, no service hours are awarded.

Accrual

- If you report your child's absence no later than 12:00 PM on the day before the scheduled childcare day, the cancelled hours will be added as service hours in the parent portal.
- You can accrue up to a maximum of 80 service hours.
- On public holidays or closure days (as stated in the collective labor agreement), childcare is closed and you are not entitled to service hours.

Use of Service Hours

Service hours are not financial credit or a guaranteed right. They are a courtesy reserve you may use only if there is available capacity on a day when you do not have contracted care.

Daycare

You may use service hours during your contracted weeks.

- With a 52-week daycare contract (0–4 years), service hours can be used within 90 days of the absence date, on any desired day.
- With a 40-week daycare contract, service hours are valid for 90 days, but only within the contracted 40 weeks (the school weeks).

After-school Care (bso)

For bso, service hours can only be used during school weeks.

Validity

- Service hours are valid for 90 days after the reported absence date.
- Service hours earned in daycare are only valid for daycare and cannot be used for after-school care.
- Service hours are accrued per child; they are strictly personal and cannot be transferred to siblings.
- Service hours expire when your contract ends.
- You are not entitled to any financial compensation; service hours are an extra service.

Requesting incidental care

Through the parent portal, you can request additional childcare — either billed separately or using service hours. Requests can be made up to 60 days in advance. A request must be for a full day or a half-day session.

Canceling a contracted day

You can also cancel a contracted day through the parent portal. This is important for our childcare professionals so they can accurately manage group attendance.

More information about requesting and canceling extra days can be found in the parent portal.

Holiday credit out-of-school care

During school holidays of the elementary schools linked to our childcare locations, we offer vacation care. Nummereen has chosen to offer flexibility during holidays, which means you must reserve the days you need. If you do not request vacation care, we will not reserve a place for your child — not even on your contracted days.

Vacation requests
If you reserve within the specified period (6 to 4 weeks before the holiday), your child is guaranteed a spot — even on non-contracted days. If you reserve too late, your request will be placed on the waitlist.

- *Clup Locations*
  Before each holiday, we publish the Clup holiday program. Based on this program, you can decide on which day(s) your child will join us during that holiday period. This gives you flexibility and ensures a fun and well-filled vacation for your child.
- *Bazenbos*
  At Bazenbos, we work with a holiday theme and determine activities per day, just like we do during school weeks. During holidays, you may reserve care flexibly on all days that Bazenbos is normally open during school weeks. On days when Bazenbos is closed during school weeks, it is also closed during holidays.

Accrual

- Based on the number of contracted care days and your childcare package, you receive a proportional amount of vacation credit. Each month you pay for 1/12 of your annual vacation credit, so costs are spread evenly across the year.
- Vacation credit is visible and usable per calendar year through the parent portal.
- If your contract changes or ends, the credit balance will be recalculated. A negative balance will be charged, because you will have used more credit than accrued. If any credit remains after recalculation, it will not be paid out. Saving credit is therefore at your own risk.

Usability

- Vacation credit can be used when requesting vacation days for the Clup or for Bazenbos holiday care.
- Vacation credit can also be used when requesting extra care moments during school weeks.

Validity

- Vacation credit is valid for 13 months: the current calendar year plus January of the following year. After that, unused hours expire.

- When your contract ends, all remaining credit expires. You are not entitled to reimbursement for expired or unused vacation credit.

At **www.nummereen.com/vakantie** you can find an overview of locations and opening days for Clup and Bazenbos during holidays. In the parent portal, you can find more detailed information about requesting vacation care for Clup and Bazenbos.

Teacher In-Service Day Credit (bso)

During teacher in-service days and non-school days at the elementary schools connected to our Clup and Bazenbos locations, we offer childcare. Schools provide their in-service day schedules to Nummereen Kinderopvang before the start of the school year. If a school does not provide this information on time, unfortunately we cannot offer childcare on that day.

Accrual

- If an in-service day falls on a contracted childcare day, your child is guaranteed a spot as long as you submit the request no later than 7 days in advance.
- Each year, for every contracted after-school care day, you receive 8 hours of credit for in-service and non-school days. The calculated in-service day credit is visible in the parent portal.
- In-service day credit is granted per calendar year and will be recalculated if your contract changes or ends. If this recalculation results in a negative balance, we will charge the outstanding amount.

Usability

- Your in-service day credit can be used when requesting additional care on teacher in-service days and non-school days. It can also be used for requesting extra childcare moments within your existing childcare contract.
- This credit is the same for all children, regardless of the number of in-service days scheduled by your child's school.

Validity

- In-service day credit is valid for 13 months: the current calendar year plus January of the following year. After this period, unused hours expire.
- When your contract ends, any remaining credit expires. You are not entitled to financial compensation for expired or unused in-service day credit.

More information about requesting childcare on in-service days can be found in the parent portal.

Illness

It can sometimes be difficult to determine whether a child is ill and whether they can attend childcare. This decision is made in consultation with the childcare professional. If your child becomes ill during the day, the childcare professional will contact you. They will assess 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 staying home due to health-related symptoms, we follow those instructions as an addition to this protocol.
If your child is ill, we ask that you report their absence. Within daycare and after-school care, it is sometimes possible to receive service hours for these cancelled hours. You can read more about this under "Occasional Childcare and Service Hours."

Complaint procedure

We have a formal complaints procedure. You can share a complaint or suggestion for improvement with the childcare professional, the team coach, or the Customer Service & Planning department. If you are not satisfied with how your concern is handled, you can fill out the complaint/improvement form on our website. This will initiate our internal complaints process. The full complaints procedure is available in the parent portal.

If you are still not satisfied after the internal process, you can contact the Klachtenloket Kinderopvang (**klachtenloketkinderopvang.nl**) or the Disputes Committee (**degeschillencommissie.nl**).

Insurance

Nummereen Kinderopvang has liability and accident insurance. Our liability is limited to the amount covered by our insurer in each specific case. Nummereen Kinderopvang is not liable for any consequential damages.
Damage to or loss of your child's clothing and/or personal belongings also falls outside our liability. Please note that you are legally responsible for any damage caused by your child.

Rates and conditions

- Childcare costs are adjusted annually on January 1. We reserve the right to make interim price changes in exceptional situations, with the required approval of the central parent committee.
- Price changes will be communicated to you through the parent portal and published on our website.
- Any changes in the costs of the preschool program depend on the municipality. We rely on the municipality to determine when such changes are communicated.