

# Additional terms and conditions & further explanation | 2024

**Naam kinderopvanglocatie invullen**



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## Introduction

These Additional Terms and Conditions and Further Explanation for Childcare apply to the placement agreement that you sign and are in addition to the general terms and conditions of the Trade Association Social Childcare (BMK) that you can find on our website.

In this document we use the definitions as stated in the BMK general conditions (Article 1).

## Additional Terms and Conditions

### 1. Registration

See also Article 4 of the BMK General Terms and Conditions.

If you are planning to register your child for our childcare, or you have already done so. We wish you a warm welcome! We will be happy to show you around our location and you may ask any questions about our center during the tour. If you'd like to register your child, you can do this online (via the registration button on our website).

### 2. Placement

See also Articles 5 to 8 and 11 to 14 of the BMK General Terms and Conditions.

#### 2.1 Placement Agreement and Cancellation

After we have received your registration<sup>1</sup>, we will contact you with an offer for the care of your child. We will prepare a placement agreement in which the exact half-days and costs are stated. On receipt of the signed placement agreement you will receive a confirmation letter inviting you to attend a placement interview, at our location, approximately two weeks before the start date of the daycare.

It is possible to cancel the placement agreement between the moment of signing and the actual start of the daycare. A period of one month is given. So, up to one month prior to the start of the daycare, there are no cancellation costs. However, if the cancellation request is less than one month prior to the start of the childcare, then costs will be charged. These costs relate to the amount of payment due for the applicable period of one month. For example: if care starts on March 1st and the placement agreement is cancelled on February 10<sup>th</sup>, you then owe the cost of childcare from the 1st to the 9th of March.

You will receive an invitation for a placement interview at our location approximately four weeks before the start of the childcare

#### 2.2 Placement Intake

During the placement intake, we exchange information with you about our location, the group, the familiarising and of course learn about your child. E.g. nutrition, comfort, in the case of daycare, the manner of sleeping, and other details you feel are relevant. The childcare employee tries to match your requests and routine as much as possible, provided this is possible within the group. We record agreements on a child data form. And for a number of special subjects, we ask your permission through separate statements. It is important to report any changes, in a timely manner, to us by sending an email. During the placement interview, the required Citizen Service Number(s) (BSN) will also be checked.

#### 2.3 Preconditions for Placement

When placing your child, of course we try to meet your wishes as much as possible. Placement occurs on the basis of various criteria, where the moment of registration plays a role.

Furthermore, we pay attention to (in no particular order and with the same degree of importance):

- desired start date
- desired parts of the day and available places
- presence of other family members
- balanced division of the day
- balanced occupancy rate in the morning / afternoon
- balanced group composition

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<sup>1</sup> In order to process a registration, the parent must provide data such as; Name and address details, BSN number and date of birth of parent(s) and child. Parents who register for toddler care and are not entitled to a childcare allowance must provide an income statement before an offer can be made.

### **2.3.1 Continuity**

We strive for continuity with our care as much as possible, which is why your child is preferably placed in a fixed group at the start of their care or when they move on to the next age appropriate group. A child may be placed in an alternative group for the period that there is no space in the fixed group. You give written permission for this via the “placement second group”<sup>2</sup> form prior to signing the placement agreement. If your child has been placed in the second group, your child will be placed in the fixed group as soon as possible.

### **2.3.2 Priority for Several Children of the Same Family**

Second and subsequent children of the same family have priority placement at the daycare or the BSO where the first child is placed. Of course there must be a place available. We cannot therefore give guarantees regarding the start date and desired parts of the day. We advise you to register your child(ren) as early as possible.

### **2.3.3 No Medical Care**

Our location does not allow for specialist medical care, so we offer care to children who generally do not require special care. If special medical care is (temporarily) required, we can offer it, provided it is within the limits of the possibilities of our location and the needs of the child. If necessary, we will ask the parents to sign an additional agreement on medical grounds.

### **2.3.4 Opportunities at Other Locations**

It is possible that we do not have a place available at our location or that we are unable to accommodate your requests. We always advise you to consult with the Director of the location. We work closely with other locations of Kinderstad. There are often alternatives at other locations or on different days.

### **2.3.5 Schools Linked to BSO**

Our BSO is linked to the following schools : De Bloemaert, De Boemerang, Bibit, Hartevelden, Helen Parkhurst, Jan Ligthart Driecant, Klinkers, Koolhoven, Meander, Sporck, Wegwijzer, de Fonkel, Keyzer, Antares and SBO Westerwel. The opening times of the BSO is geared to the end time of these aforementioned linked school(s). We take care of the children of these school(s) when the school is closed in the afternoon, and during an ADV or study day<sup>3</sup> and holidays.

It may be decided that the BSO will no longer be linked to one or more of the above schools. If that decision has been made, you will be informed of this at least six months before the discontinuity and about the possibilities of placing your child at a alternative linked BSO location.

## **3. Duration, Extension and End of the Agreement**

See also Articles 9, 10 and 15 of the BMK General Terms and Conditions.

### **3.1 Cancellation**

The placement agreement is valid for the total duration of the childcare with a mutual, interim notice period of **one month**.

You can cancel on any day of the month and this must always be communicated in writing or by e-mail to the Director of our location. It is not possible to cancel via our parent portal.

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<sup>2</sup> Based on legislation and regulations, childcare organisations are offered the option of temporarily placing a child in a second primary group (daycare) or basic group (BSO) (Decree on Quality Childcare, article 9, paragraphs 1 and 9 (daycare) and article 18, paragraphs 1 and 4 (BSO)).

<sup>3</sup> In this document, when referencing childcare on ADV days and study days at school, it means: closing days of school (not being the 12 regular school holidays) that are communicated by the school in question at the beginning of the school year.

### 3.2 Partial cancellation

A partial cancellation applies if, for example, you want to cancel one day/half-day and continue the other days/half-days. A partial cancellation is seen as a contract change and is only possible with the consent of the location. It may be in the interest of the location not to provide consent. In the absence of consent, you have the choice to either cancel the placement agreement in its entirety or to continue it in its entirety. If consent is given, in case of partial cancellation, the cancellation period is **one month**.

In addition to the compelling interests stated in the general Terms and Conditions, we also have a compelling interest in termination if the location - for whatever reason - is to be closed. It goes without saying that such a decision will not be taken lightly.

### 3.3 Duration of daycare agreement

In order to ensure that there is a good bridge to primary school, often it is possible for children who start primary education later than the entitlement age (for example because of a school holiday) to extend the childcare up to and including the school holiday. Please consult the Director about this in a timely manner, because there must be space in the group.

**!! Please note:** if your child is going to transfer from a daycare to a BSO facility, you must register your child again. This is not automatic.

### 3.4 Duration of the BSO Agreement

Please note that if your child leaves primary school to go to secondary school, you must cancel the placement agreement on time yourself. This does not happen automatically. The placement agreement legally ends in the year that your child turns thirteen. We use the age of thirteen as we take into account children who may repeat a year. If a child is older than thirteen and there is still a need for care at an out-of-school centre, the Director will assess whether childcare is still possible at our location.

### 3.5 Conditions Outside Of Our Control

If the daycare or BSO facility is (temporarily) unable to provide childcare due to force majeure, the daycare center or BSO facility is not liable for any damage you may suffer as a result. The following situations are in any case regarded as outside of our control:

- the daycare center or BSO must close by order of the government, for example due to a virus outbreak and/or epidemic;
- the daycare center or BSO facility is unable to provide its services due to the absence of staff due to illness, (suspected) infection as a result of a virus outbreak and/or epidemic, due to quarantine of staff or staff strikes;
- the daycare center or BSO itself decides to (temporarily) close it because it cannot guarantee the health and safety of the children.

## 4. Payments

See also articles 16 and 17 of the BMK general Terms and Conditions.

### 4.1 Structure of Daycare Costs

The costs for childcare are spread evenly over twelve months. You will receive an invoice for the same amount every month. You also receive the same amount of childcare allowance every month.

For day care, the rates are calculated per half day (morning or afternoon) of 5.5 hours. With flexible care, a half day consists of 6 hours.

| Amount of weeks | Period            | Number of hours per year (when purchasing one day) | Number of hours per month |
|-----------------|-------------------|--|---------------------------|
| 52 weeks        | 07.30AM - 06.30PM | 52 x 11 = 572 hours                                | 47,67 hours               |
|                 |                   | <b>Total per month</b>                             | <b>47,67 hours</b>        |

#### 4.2 Structure of Costs for Toddler Care

Parents who are entitled to childcare allowance receive part of the costs back through the tax authorities.

Parents who are not entitled to childcare allowance will receive a monthly invoice from us regarding the parental contribution. The rest is funded by the municipality. The division of parental contribution/municipal subsidy depends on the family's income and the municipality's subsidy regulations and can vary per municipality and per year.

| Amount of weeks | Period (may vary by location) | Number of hours per year (with mandatory purchase 2 half days) | Number of hours per month |
|-----------------|-------------------------------|--|---------------------------|
| 40 weeks        | 7.30u – 13.00u                | 40 x 11u = 440 hours   | 36,67 hours               |
|                 |                               | <b>Total per month</b>   | <b>36,67 hours</b>        |

#### 4.3 Structure of costs of BSO

The number of hours per half day at the BSO depends on the start time of the BSO (chosen by you), the number of half-days you use and the type of care. The structure of the number of hours in the BSO is as follows:

I.e: The endtime of your child's school is 2.30pm

| Number of weeks  | Times           | Number of hours per year (for a one day purchase) | Number of hours per month |
|------------------|-----------------|---|---------------------------|
| 40 school weeks  | 2.30pm – 7pm    | 40 x 4.5 = 180 hours                              | 15                        |
| 12 holiday weeks | 7.30am – 7pm    | 12 x 11.5 = 138 hours                             | 11.5                      |
| 1 ADV/studyday   | 7.30am – 2.30pm | 1 x 7 = 7 hours                                   | 0.58                      |
|                  |                 | <b>Total per month</b>                            | <b>27.08 hours</b>        |

You will also receive an invoice during the summer months of July and August for the toddler care 40 weeks, BSO 40 weeks and preschool care (vso) 40 weeks.

#### 4.4 Payment

Payments are made monthly *in advance*, with the invoice addressed to the child's first parent/guardian. We generally send invoices digitally.

Payments should be made by direct debit, unless otherwise agreed.

#### 4.5 Childcare Allowance (Toeslag)

You can apply for childcare allowance through the Tax Authorities. The amount depends on your personal situation, including your income and the number of hours you work. You can find more information about this at [www.toeslagen.nl](http://www.toeslagen.nl).

You must apply for the childcare allowance within three months of the start date of the childcare. You must notify the Tax Authorities as soon as possible about any changes in childcare.

### 5. Complaints

See also Articles 19 and 20 of the BMK general Terms and Conditions.

We think it is very important that you share your requests and issues with the childcare employees and/or the Director. You will find information about how to do so in our complaints procedure on our website, at the bottom of the blue bar.

### Further Explanation of Childcare

#### 6. Types of Placement Agreements

The placement agreements comply with the Childcare Act. The placement agreement is digitally submitted for signature.

##### 6.1 Child daycare (0-4 jaar)

In day care we work with an agreement for 52 weeks per year. Children from the age of two (or as much later or earlier as determined by the local government) use the toddler arrangement for 40 weeks for the first two half-days (or as much more or less as determined by the local government). This arrangement can be expanded to 52 weeks and to more half-days. For further information about options, please contact the planning department.

## **6.2 BSO (4 – 13 years)**

We work with variable agreements, tailored to the end times of the school and your personal choices. The end time of the school determines the start time of the BSO. We use different rates for the different starting times of bso. You can choose whether you want the start time of the BSO to be linked to the earliest end time of (one of the) affiliated schools or the end time of your child's school. Your own school time is taken as standard.

Together with the Director you can calculate which starting time per day of the BSO is most favorable for you. Your choice does not affect the time at which your child must be picked up at the end of the day. Whichever choice you make, your child is welcome until the moment of closing (7.00pm). The monthly amount is based on this and no refund will be given for hours not taken.

In addition, you may choose from:

BSO52: 52-week care (including full-day care for 12 weeks of holidays. This includes ADV or study days communicated by the school in question at the beginning of the school year that fall on the regular day that is taken).

BSO40: 40-week care (excluding holidays. This includes ADV or study days communicated by the school in question at the beginning of the school year that fall on the regular day that is taken).

BSO12: 12-week care (only during the regular 12 weeks of holiday and exclusively ADV or study days communicated by the school in question at the beginning of the school year).

VSO: preschool care (only during school weeks)

These choices, together with the number of days you purchase, determine your average gross hourly rate. Ask the Director about the possibilities at our location for specific requests.

### **6.2.1 ADV and Primary School Study Days**

The average number of hours on the placement agreement for BSO52 and BSO40 includes standard ADV half-days or study days at primary school.

During an ADV or study day, children with a placement agreement for BSO52 or BSO40 are welcome at the BSO all day if the ADV or study day falls on a day of the week on which your child normally also comes to the BSO and that is therefore stated in the placement agreement.

See also: Footnote 3 on page 5.

Interim days on which the school closes that have not been communicated at the beginning of the school year are not covered by the placement agreement. Each time it will be examined whether and, if so, how this extra care will be offered. (This is dependant on staff availability, accommodation and interest.). It is possible that extra costs are associated with this extra childcare.

If schools link the ADV days to an extra week of holiday, this will not be counted as a holiday week. With a 12-week holiday contract there is no right to purchase days without extra costs.

If the school has an ADV or study day on a day other than that stated in your standard placement agreement, and if you wish to make use of the childcare, you must request this: See *8.6 Request extra childcare*.

## **7. Familiarise Period**

### **7.1 Familiarise period for day care**

#### Before placement

Your child can come and play before the placement to get used to child care. The director will consult with you about when your child can come and get settled in. You and your child will then meet the new environment, the pedagogical professionals and the other children. The number of times your child can come to settle in depends on the space available in the group for this.

#### During placement

The first two months after placement are called the adjustment period. During this period we pay extra attention to the well-being of your child. An evaluation will take place after two months, via an interview and/or using a (digital) form.

### **7.2 Familiarise period for BSO**

We do not have a fixed orientation moment at the BSO. We normally like to invite your child to come to the placement interview. At your request, you may make arrangements with the Director to let your child come and play to get used to it prior to placement. The number of times that your child may familiarise depends on the space available within the group.



## 8. Opening Times and Extra Options

In principle, childcare is possible on any working day, 52 weeks of the year. The daycare is also open during school holidays and on ADV and school study days. We are closed on recognised general public holidays (5 May is a National holiday every five years).

### 8.1 Daycare opening hours

Our daycare center is open every day from {7:00} 7:30 AM to 6:30 PM {7:00 PM}.

A half day is from {7:00}7:30 AM to 1:00 PM and from 1:00 PM to 6:30 PM {7:00 PM}.

The pick-up and drop-off times are generally as follows:

Drop off between 7:30 AM and 9:00 AM and between 1:00 PM and 1:30 PM.

Pick up between 12:30 PM and 1:00 PM and between 4:30 PM and 6:30 PM

#### 8.1.1 Half-days Daycare

The minimum number of half-days to be taken is two (four). This way the child can feel familiar and safe at the daycare center.

We offer full-day care. Exceptionally, this can be deviated from, if planning allows this or if agreements have been made with external parties. At our Toddler Care we work in half-day sessions.

### 8.2 Opening Times of the BSO

Our BSO facility is open from the earliest end time of one of the linked schools until 7.00 p.m. During ADV or study days of the school and during school holidays, the day care is open from 7.30 am to 7.00 pm

#### 8.2.1 Number of days within the BSO

The minimum number of days to be taken is one.

#### 8.2.2 School Holidays

During the school holidays, for children using BSO52 or BSO12, the BSO facility is open from 7.30am to 7.00pm. Afternoon care automatically changes into full-day care. This concerns the days on which your child also uses childcare during normal school weeks, i.e. the days that are included in your placement agreement.

Please inform the location in a timely manner if your child will not come to the BSO during the holidays. This will then be taken into account with the personnel planning.

### 8.3. Preschool care

Our location also offers before-school care from 7.30 am. This takes place at the out-of-school care center (BSO).

### 8.4 Cross-Location Care

Cross-location care means that your child is cared for at a different location than where your child is normally cared for. This can occur on closed days of your primary school. If your BSO can involve cross-location care, your placement agreement will specify when and where this can take place. We also run activities together with other BSO centers in the area. This allows us to offer the children more activities. We ensure that there are more playmates and peers. Sometimes the groups are so small that it is more fun for the children to do activities with children from other BSO centers. This happens during closing days of primary schools. But even when the schools are closed, BSO centers can work together. In the daycare location policy you will find more information about activities together with other BSO facilities.

### **8.5 Occasional Swapping of Days**

It is possible that you unexpectedly need childcare on a different day/part of a day than the days that have been agreed. We offer you the option to occasionally exchange a day/part of a day. We use the following exchange policy.

(i) Exchange is only possible as long as the capacity (of children and childcare employees) at the location permits and the day requested falls within the terms of the agreement. There is no obligation for the location to allow the switch.

(ii) The term for incidental exchange of childcare days runs four weeks before to four weeks after the missed days (regardless of the calendar year).

(iii) It is not possible to exchange childcare days that fall in a school week with childcare days that fall in a holiday week.

(iv) Childcare days that have not been exchanged within the terms as stated in (i) will lapse. Unused care days are not financially compensated.

(v) Childcare days that fall on a generally recognised public holiday cannot be exchanged and are not financially compensated because this is taken into account in the rate.

### **8.6 Request for extra childcare**

It is possible that you may unexpectedly need an extra day/half day at the BSO. You can discuss this with the Director. Extra care is possible if there is room in the group and the staff planning. There is no obligation for the location to make the desired extra daycare possible. We do not charge any costs for the first two half-days in a calendar year in which you make use of extra childcare. If these two half-days are not (both) used for extra childcare at the end of a calendar year, they will lapse. These are not financially compensated.

You can request extra half days in the parent App KidsAdmin.

Would you like other options that are not yet mentioned here? Please discuss them with the Director of our location. We are happy to discuss what we can do for you.

## **9. Other**

### **9.1 Reporting Illness / Absence**

If your child is ill or cannot come for other reasons, we expect you to inform us as soon as possible.

This is relevant for the BSO in regards to the collection of children from the schools (with taxi).

Use the parent App KidsAdmin or call us to inform us.

### **9.2 Collection by Someone Else**

We assume that you, as a parent, will bring and collect your child yourself. If your child is to be picked up by another adult occasionally or on fixed days, the location must know this in advance, otherwise your child will not be allowed to leave with the adult. You may inform the childcare employees directly about this.

The child may also be picked up by a minor with a written parental consent form. You can request this permission form from the Director of your location.

### **9.3 Telephone Accessibility**

If your child is at daycare, you must be reachable by telephone. Therefore, you must always notify us immediately of changes to any contact numbers.

If we aren't able to reach you, we will use the emergency numbers you provided.

### **9.4 Off-Site Activities**

For external activities organised by the location (with third parties, thus, away from the location), we ask parents for written permission to participate. The location will arrange transport to and from the activity in accordance with the transport policy or agree that parents will pick up their child from the activity location.

## 10. Liability

The location is not liable for the loss and/or breakages of property of the child and/or parent, insofar as this is not the direct result of the careless action on the part of the location. We request that you do not give valuable items to your child and that your child is dressed in suitable (outdoor) play clothes so that they may participate in all activities without hindrance.

### **Insurances**

Our location has third party insurance and accident insurance. Parents must also take out third-party insurance.

### **Laws and regulations**

All locations, parents and carers must adhere to the rules set by authorized third parties for the childcare centers. This concerns laws and regulations in relation to, the national government, municipality, fire brigade and police.

## 11. Privacy

In order to guarantee good childcare, we require personal information of parents and child(ren), such as name, address, account number, medical data and aspects of upbringing. We take the privacy of parents and child(ren) very seriously. We handle the personal data that is shared with us with great care and in accordance with the General Data Protection Regulation (GDPR). We explain how we do this in our Cookie and Privacy statement, which can be found on the website of our location.