

Additional Terms and Conditions and Further Explanation | 2025

Kinderstad Kinderopvang B.V.

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Introduction

These Additional Terms and Conditions and Further Explanation, version 2025 (hereinafter: “**Additional Terms and Conditions**”) apply to the Agreement concluded between you and Kinderstad (“**Agreement**”). These Additional Terms and Conditions apply in addition to the General Terms and Conditions of the Social Childcare Association (BMK - Branchevereniging Maatschappelijke Kinderopvang), version 1 January 2025 (hereinafter: “**General Terms and Conditions**”).

Definitions

In this document, Kinderstad adheres to the definitions as outlined in the general terms and conditions of the BMK (Article 1). Additionally, Kinderstad employs the following definitions:

Additional Terms and Conditions:	These additional terms and conditions and further explanation, version 2025;
General Terms and Conditions:	The general terms and conditions of the Social Childcare Association (BMK - Branchevereniging Maatschappelijke Kinderopvang), version 1 January 2025;
Out-of-School Care:	Out-of-School Care provided by Kinderstad for children of primary school age;
Contract Parent:	The parent or legal guardian of the Child who has signed the Agreement;
Child:	The child to whom the Agreement relates;
Kinderstad:	Kinderstad Kinderopvang B.V.;
Childcare Location:	The location where the Child receives care;
Parent Portal:	The digital platform used by Kinderstad for communication with the (Contract) Parent, including the associated mobile application;
Agreement:	The placement agreement signed by the Contract Parent and Kinderstad regarding the care of the Child;
Toddler Care:	Toddler Care provided by Kinderstad for children aged 2-4 years;
Fee:	The fees payable by the Contract Parent for the agreed childcare, paid in equal monthly instalments.

Additional Terms and Conditions

1. Contract party and parents' right to information

1.1 Contract Parent

The Agreement for the agreed childcare is made between Kinderstad and one of the parents/legal guardians (hereinafter referred to as "**Contract Parent**"). The Contract Parent is the contracting party with Kinderstad and is therefore responsible for paying the invoices.

The Contract Parent declares that they have authority over the child to whom the Agreement pertains (the "**Child**") or, if not, that they have permission from the other parent with authority or from a legal representative. The Contract Parent must provide evidence of this upon Kinderstad's first request.

Kinderstad assumes that if there is another parent with parental authority, the Contract Parent has the other parent's permission to enter into the Agreement. If the parents/caregivers do not agree on entering into the Agreement, the Contract Parent may demonstrate by submitting a court order or divorce settlement that he or she does need permission, as referred to in this article.

1.2 Right to information

The other parent, whether or not they have parental authority, always has the right to information about important facts and circumstances concerning the Child. Kinderstad decides how it complies with this provision of information.

The Contract Parent must inform the other parent/legal guardian of the conditions applicable to the Child's care, which are included in the Agreement, Additional Terms and Conditions, and General Terms and Conditions.

1.3 Parent Portal and communication

Kinderstad uses a parent portal with an accompanying mobile application ("**Parent Portal**"). The Contract Parent is deemed to use the Parent Portal. Login details for the Parent Portal will be provided only once to the Contract Parent. Kinderstad advises not to give others the access code. If the Parent nevertheless does give the code, Kinderstad cannot be held liable for unauthorised access to the Parent Portal. Upon request, Kinderstad can grant the other parent (with or without custody) restricted access to the Parent Portal. Via this restricted account, that parent will have access to the data regarding the Child, but not to the Contract Parent's personal and financial data.

The invoices can be viewed by the Contract Parent in the Parent Portal. Communication from Kinderstad to the Contract Parent regarding a reminder or demand in respect of these invoices takes place by e-mail. The Contract Parent is therefore responsible for providing Kinderstad with his/her correct e-mail details in writing. If there is a change in the e-mail details, the Contract Parent must notify Kinderstad of this change in writing as soon as possible. If it turns out that Kinderstad does not have the Contract Parent's correct or current e-mail details, this will be entirely at the account and risk of the Contract Parent.

2. Placement and services

2.1 Start Date

The Agreement specifies when the childcare begins ("**Start Date**"). The Start Date may be postponed once by the Contract Parent for a maximum of one month after the original Start Date. The Contract Parent must inform Kinderstad of this at least one month before the original Start Date. This is an additional service. The Contract Parent cannot derive any rights from it. Kinderstad reserves the right to (temporarily) discontinue or modify this additional service.

Further postponement of the Start Date is generally not possible. In such a case, the Agreement will be cancelled and a new application must be submitted.

2.2 Cancellation

If the two-week withdrawal period after signing the Agreement has passed (see the Agreement and Article 3 of the General Terms and Conditions), the Agreement can be cancelled between signing and the actual start of the childcare. A one-month cancellation period applies. Kinderstad will not charge any cancellation fees if the Agreement is cancelled up to one month before the start of the childcare. If

the Agreement is cancelled less than one month before the start of the childcare, costs will be incurred. These costs refer to the amount of the payment due for the applicable period of one month. For example, if the childcare starts on 1 March and the Agreement is cancelled on 10 February, the Contract Parent will then be liable for costs equal to the childcare fees from March 1 up to and including March 9.

2.3 Placement interview

The Contract Parent will generally receive an invitation for a placement interview at the location where the Child will be cared for ("**Childcare Location**") two to four weeks before the Start Date. During the placement meeting, we share information with the Contract Parent about the Childcare Location, the group, the settling-in period (see *Article 7 Settling-in Period* of these Additional Terms and Conditions), and, of course, about the Child. Consider aspects such as feeding, comforting, sleeping arrangements in day care and other specifics. The educational professional endeavours to accommodate the wishes and habits of the parents as much as possible, provided this is feasible within the group. Agreements are documented in a child data form. It is also noted who, besides the Contract Parent and any other parent with authority, is authorised to pick up and drop off the Child. For certain special matters, Kinderstad seeks permission from the parent(s) through separate statements. It is important to promptly report any changes to the director of the Childcare Location by sending an e-mail or a message via the Parent Portal. The Contract Parent must bring both a valid identity document for themselves and a valid identity document for the Child to the placement meeting. The agreements are documented in writing after the placement meeting.

2.4 Conditions for placement

When placing the Child, we strive to meet the wishes of the Contract Parent as much as possible. Placement is determined by various criteria, with the timing of registration being a factor. Additionally, we consider the following (in no particular order and with equal importance):

- preferred start date
- preferred day parts and available slots
- balanced distribution of day parts
- balanced occupancy rate for mornings and afternoons
- balanced group composition

Moreover, several priority rules are in place. For instance, second and subsequent children from the same family are prioritised for placement at Kinderstad daycare ("**Daycare**") or the Out-of-School Care ("**Out-of-School Care**") where the first child is already placed. Additionally, priority is given to children of Kinderstad staff members and those with a social medical indication (SMI). For Toddler Care for children aged 2 to 4 years ("**Toddler Care**"), children with an early childhood education (VVE - voor- en vroegschoolse educatie) indication are prioritised. Naturally, a place must be available. Kinderstad cannot guarantee start dates and preferred day parts. Parents are encouraged to register their children as early as possible.

The aforementioned rules regarding the placement of new children serve as a guideline for Kinderstad for new placements. Parents cannot derive any rights from it. Kinderstad ultimately decides which child will be placed when a spot becomes available.

2.5 Continuity

Kinderstad aims for as much continuity in care as possible, so the Child is preferably placed in a fixed group at the start of care or when moving to the next group suitable for the Child's age. In certain situations, it may be necessary to temporarily place the Child in two groups. If the Child is initially placed in two groups, this will be documented in the Agreement. If the Child is temporarily assigned to a second group during the placement period, the Contract Parent must provide written consent via the Parent Portal using the Placement in a second group form ¹. The Child will be fully integrated into the fixed group as soon as possible. The Child may also progress to the next group (for instance, from a baby group to a toddler group).

¹ Legislation and regulations allow childcare organisations to temporarily place a child in a second core group (daycare) or base group (out-of-school care) (*Childcare Quality Decree Article 9 paragraph 1 and paragraph 9 (daycare) and Article 18 paragraph 1 and paragraph 4 (out-of-school care)*).

2.6 Cross-location care in Out-of-School Care

At certain Childcare Locations, cross-location care is available. Cross-location care involves the Child being looked after at a different Childcare Location than usual. This may happen on days when primary schools are closed. If cross-location care is possible at the Out-of-School Care, the Agreement specifies the conditions under which this occurs.

2.7 Activities in collaboration with other Out-of-School Cares

Kinderstad regularly organises joint activities with other Out-of-School Cares in the area. This enables Kinderstad to offer a wider range of special activities and ensures that there are more playmates and peers present. When groups are small, it can be more enjoyable and sociable for the Child to join activities with children from other Out-of-School Cares. This happens during school closure days, but Out-of-School Cares can also collaborate on regular care days. More information about joint activities with other Out-of-School Cares is available in the educational location policy.

2.8 Schools partnered with Out-of-School Care

Kinderstad offers Out-of-School Care including transport to and from the Childcare Location. If the Childcare Location is on the same site as the school or within walking distance, the children are walked to and from. If the Childcare Location is further away, motorised transport may be used.

Transport is only provided if the Child attends a school with which Kinderstad has a partnership. The schools with which Kinderstad collaborates are listed for each Childcare Location on the Kinderstad website (www.bijkinderstad.nl).

The opening time of the Out-of-School Care aligns with the closing time of the Child's associated school. Kinderstad provides care for the Child in the afternoons when the school is closed, as well as during ADV days or study days² and the school holidays predetermined by the school, provided these are included in the package purchased by the Contract Parent (see Article 6 of these Additional Terms and Conditions). On school-free days, such as holidays or study days, care may take place at a different Childcare Location.

It may happen that a Childcare Location for Out-of-School Care is no longer partnered with the Child's school. If the associated school makes this decision, Kinderstad will inform the Contract Parent as far in advance of the change as possible. In that case, Kinderstad will endeavour to inform the Contract Parent about the possibilities of placing the Child at a partnered Out-of-School Care.

2.9 No medical care

Kinderstad does not provide medical care. Kinderstad primarily offers care to children who do not require special care. If special care is needed temporarily, Kinderstad can, in some cases and in consultation, provide this, if it is within the limits of the Care Location's capabilities and those of the child. For performing medical-technical (not BIG-registered) procedures, we ask parents to sign an additional agreement in case of a medical indication. In some cases, the procedure is carried out by a BIG-registered professional, who will request permission from the parent to perform the procedure. If the care changes during the term of the Agreement, the Contract Parent must inform the director of the Childcare Location in a timely manner. The director of the Childcare Location will then, together with the Contract Parent, review and assess whether and how this care can be provided. If the director of the Childcare Location believes that the additional care can no longer be responsibly provided by the staff, there is a compelling reason (as referred to in Article 6 of the General Terms and Conditions) on which the Agreement can be terminated.

2.10 Options at other locations

There may be instances where Kinderstad is unable to provide care at the location preferred by the Contract Parent or cannot accommodate the specific requirements of the Contract Parent. Kinderstad always recommends consulting with the director of the Childcare Location. In some situations, alternatives may be available at other locations or on different care days.

²Where this document refers to care on ADV days and study days of school, it means school closure days (not including the 12 regular school holidays) that have been communicated by the respective school at the beginning of the school year.

2.11 Transition from Daycare to Out-of-School Care

An agreement for Daycare does not automatically convert to an agreement for Out-of-School Care. If the Contract Parent wishes to arrange Out-of-School Care following Daycare, the Child must be registered for it. There may be a waiting list.

2.12 Privacy

To deliver quality childcare, Kinderstad requires personal information from parents and the Child, including but not limited to name, address, account number, medical information and parenting details. Kinderstad places great importance on the privacy of both parents and the Child. Kinderstad treats the personal data shared with them with care and in compliance with the General Data Protection Regulation (GDPR). For more information, our cookie and privacy statement can be found on our website (www.bijkinderstad.nl).

3. Duration, extension and end of the Agreement

3.1 Duration and cancellation

The Agreement remains valid for the entire period of the childcare.

The Agreement may be terminated early by the Contract Parent. Generally, a notice period of **one month** is required (see also Article 6 of the General Terms and Conditions). Kinderstad may only terminate the Agreement if there is a compelling reason and in accordance with the notice period agreed in Article 6 of the General Terms and Conditions. In addition to the compelling reasons mentioned in the general terms and conditions, an additional compelling reason is if the location – for any reason – is closed.

Cancellation can occur on any day of the month and must always be communicated in writing to the director of the Childcare Location. It is not possible to cancel the Agreement via the Parent Portal.

3.2 Partial cancellation

If the Contract Parent cancels only part of the childcare, it is considered a partial cancellation. A partial cancellation is regarded as a contract amendment and is only possible with the consent of the Childcare Location. If the Childcare Location does not consent, the Contract Parent can either cancel the Agreement in full or continue it in full. For a partial cancellation, the notice period is **one month**.

3.3 Duration of the Daycare Agreement

To ensure a smooth transition to primary school, it is often possible for children who start primary education later than the eligible age (for example, due to a school holiday) to extend the childcare until the end of the school holiday. The Contract Parent must discuss this well in advance, at least 6 months prior, with the director of the Childcare Location; extension is only possible if there is availability in the group.

!! Note: If the Child is moving from Daycare to Out-of-School Care, the Contract Parent must register the Child again. This does not occur automatically (see Article 2.11 of these Additional Terms and Conditions).

3.4 Duration of the Out-of-School Care Agreement

If the Child leaves primary school to attend secondary school, the Contract Parent must cancel the Agreement. This does not occur automatically. The day the Child turns thirteen, the Agreement ends by law. Kinderstad deviates from Article 5 of the General Terms and Conditions by setting the age at thirteen to accommodate children who repeat a year. If the Child is older than thirteen and still requires care at the Out-of-School Care, the director of the Childcare Location will determine whether extending the Agreement is feasible.

3.5 Liability and force majeure

Kinderstad has arranged liability insurance in case it is held liable towards the Child and/or the parents. Kinderstad's liability is always limited to the amount paid out by the insurer for the specific case.

It is not permitted to let the Child bring toys, (expensive) jewellery or other valuables to the Childcare Location. If the Child does bring jewellery or other valuables to the Childcare Location, it is entirely at their own risk. Kinderstad is not liable if items brought from home, such as toys, jewellery, clothing or other valuables, are damaged or lost at a Kinderstad childcare location.

If Kinderstad is unable to provide care (temporarily) due to a force majeure situation, the Contract Parent is not entitled to compensation. The Contract Parent is not liable for payment as long as the force majeure continues. If the force majeure lasts longer than three months, the Contract Parent has the right to dissolve the Agreement.

4. Rates and payments

4.1 Rates and rate changes

The rates for each Childcare Location and package are available on the website www.bijkinderstad.nl

The prices for care specified in this Agreement can be adjusted once a year, in the way described in Article 11 of the General Terms and Conditions. It also outlines the Contract Parent's right to terminate the Agreement if there is a price change. When adjusting its prices, Kinderstad distinguishes between indexation on the basis of the Consumer Price Index (CPI) and an additional surcharge to cover costs in excess of inflation. This is detailed below:

a) Indexation Based on the Consumer Price Index (CPI):

The childcare rates are adjusted annually according to the Consumer Price Index for all households 2015=100 (CPI), as published by Statistics Netherlands (CBS). This takes into account the CPI from four months before the adjustment date and the CPI from sixteen months prior to that date. The price is adjusted by the percentage derived from this comparison. The price indexing based on the CPI is designed to account for inflation.

b) Annual surcharge:

Alongside and at the same time as the indexing (see under a), an annual surcharge of up to 10% may be added to the most recent price. This surcharge is meant to account for cost increases above inflation as outlined in appendix 3 of the General Terms and Conditions, 'Reasons for price change' linked to article 11 of the General Terms and Conditions. Appendix 3 sets out the grounds on the basis of which Kinderstad can increase its prices. In addition, Kinderstad notes that the possibility of an additional surcharge on top of the CPI increase in the childcare sector is necessary. The main reason for cost increases generally stems from rising personnel costs due to adjustments in collective labour agreements for childcare employees. These increases are often (significantly) above the CPI. Kinderstad must be able to take this into account in its rates to ensure that it stays a healthy business and can continue to provide childcare.

4.2 Fee and payment

The costs for childcare are spread evenly over twelve months. The Contract Parent receives a monthly invoice for the same amount. Even with the 40-week packages, the Contract Parent receives an invoice during the holiday months.

The Contract Parent is responsible for the Fee for reserving the childcare place, regardless of whether the Child is actually brought to the Childcare Location, picked up earlier or brought later.

4.2.1 Fee structure for Daycare

The Fee for Daycare is calculated per full day of care (from the opening to the closing time of the Childcare Location).

4.2.2 Fee structure for Toddler Care

For Toddler Care, the Fee is calculated per half day.

If the Contract Parent is not entitled to childcare allowance, they receive a monthly invoice for the parental contribution for Toddler Care. The remaining amount is covered by the local council. The allocation of the parental contribution/municipal subsidy is based on the family's income and the municipality's subsidy regulations, and it may differ by municipality and year.

4.2.3 Fee structure for Out-of-School Care

For Out-of-School Care, the Fee is initially calculated from the end time of the (partnered) school the Child attends until the closing time of the Childcare Location. Some Childcare Locations offer pre-

school care. In such cases, the Fee is calculated from the opening time of the Childcare Location until the start time of the Child's school.

In Out-of-School Care, the number of hours per day part depends on the start time of the care, the number of day parts the Contract Parent selects, and the care package. To calculate the study days, we use the start time of the Out-of-School Care (7.30 a.m.³ on school-free days) until the end time of the school (in the example below, 2.30 p.m.) multiplied by 1.20. The structure of the hours in Out-of-School Care is as follows:

Example calculation of the monthly fee based on average hours (for Out-of-School Care over 52 weeks with a school end time of 2.30 p.m.):

Number of weeks	Hours	Number of hours per year (for one day each week)	Number of hours per month
40 school weeks	2.30 p.m. – 7.00 p.m.	40 x 4.5 = 180 hours	15
12 weeks of holiday	7.30 a.m. – 7.00 p.m.	12 x 11.5 = 138 hours	11.5
1 ADV/study day	7.30 a.m. – 2.30 p.m.	7 x 1.20 = 8.40 hours	0.70
		Total per month	27.20 hours

4.3 Payment

Payment is made monthly, *in advance* of the month, with the invoice addressed to the Contract Parent. We send invoices digitally whenever possible.

Payments are made via direct debit, unless otherwise agreed. For this, the Contract Parent must sign a SEPA authorisation.

If the Contract Parent is under administration, the administrator can act as an intermediary. In this case, the Contract Parent should contact the director of the Childcare Location. Kinderstad will then request the Contract Parent to provide the relevant information.

4.4 Childcare allowance

The Contract Parent is responsible for applying for childcare allowance correctly and on time (if applicable). The Contract Parent can apply for childcare allowance through the Dutch Tax and Customs Administration. The amount depends on the personal situation of the Contract Parent, including income and the number of hours worked. More information is available at www.toeslagen.nl. The Contract Parent *must* report any changes in childcare to the Tax and Customs Administration as soon as possible.

5. Complaints

Kinderstad considers it very important that the Contract Parent communicates their wishes and comments to the educational professionals and/or the managing director. Information is available through our [complaints procedure](#). The complaints procedure is available on the Kinderstad website (www.bijkinderstad.nl/klachtenregeling). See also Articles 14 and 15 of the General Terms and Conditions.

³Some Childcare Locations have different opening hours.

6. Types of placement agreements

The Agreement meets the requirements of the Dutch Childcare Act (Wko - Wet kinderopvang). The Agreement is available for digital signing.

Below are the current services offered. Kinderstad reserves the right to change its services, provided this does not affect existing agreements. For the current services, Kinderstad directs you to the website (www.bijkinderstad.nl).

6.1 Daycare (0-4 years)

For Daycare, Kinderstad offers an agreement for 52 weeks per year.

6.2 Toddler Care (2-4 years)

For Toddler Care, Kinderstad offers an agreement for 40 weeks per year.

6.3 Out-of-School Care

For Out-of-School Care, Kinderstad provides variable agreements, customised to the school's end time and the Contract Parent's preferences. The end time of the school determines when Out-of-School Care begins. Kinderstad charges different rates based on the start times of Out-of-School Care.

For Out-of-School Care, the Contract Parent has the following options:

BSO52: 52-week care (including full-day care during 12 holiday weeks and including ADV or study days as communicated by the respective school at the start of the school year, which fall on the regular day taken)

BSO40: 40-week care (excluding holiday weeks and including ADV or study days as communicated by the respective school at the start of the school year, which fall on the regular day taken)

Some Childcare Locations also offer the following package (enquire at the Childcare Location for details):

BSO12: 12-week care (only during the regular 12 holiday weeks and excluding ADV or study days at the start of the school year as communicated by the respective school)

VSO: pre-school care (only during school weeks)

6.4 ADV and study days of the primary schools

The average number of hours in the Agreement for BSO52 and BSO40 includes standard ADV half-days or study days of the primary school. See Article 4.2.3 of these Additional Terms and Conditions for the calculation for study days.

On an ADV or study day, a Child with an Agreement for BSO52 or BSO40 is welcome at Out-of-School Care for the whole day if the ADV or study day falls on a day of the week when the Child normally attends Out-of-School Care, as stated in the Agreement (see also Article 2.8 of these Additional Terms and Conditions).

Days when the school closes that were not communicated at the beginning of the school year are not included in the Agreement. Each instance will be evaluated to determine whether and if so, how this *additional* care will be provided (depending on staff availability, accommodation and interest). There may be charges associated with the additional care.

If the school combines the ADV days into an extra week of holiday, this will not be considered a holiday week.

If the school has an ADV or study day on a day not included in the Agreement and the Contract Parent wishes to use the care, they must request this: see *8.5 Request for additional care*.

In a BSO12 package, the ADV and study days (in addition to the 12 weeks of regular holidays) are not included. It is possible to request additional care for these days (see *Article 8.5 Request for additional care*).

6.5 Additional services

At some Childcare Locations, additional services are offered, such as providing hot meals and swimming lessons. The Contract Parent can inquire with the director about the possibilities or discuss specific requests.

7. Settling-in

7.1 Settling-in period for Daycare

Before placement

The Child can visit before placement to get accustomed to the environment. The director discusses with the Contract Parent the timing for the Child to come and settle in. The number of times the Child can come to settle in depends on the availability within the group. If it is not possible to schedule a settling-in morning before the start date of the care (for example, because this date is shortly after signing the Agreement), the Contract Parent is not entitled to any form of compensation.

During placement

The first two months after placement are referred to as the settling-in period. During this period, Kinderstad pays extra attention to the Child's well-being. After two months, an evaluation is conducted, either through a meeting and/or using a (digital) form.

7.2 Settling in at the Out-of-School Care

There is no fixed settling-in period at the Out-of-School Care. The child is invited to attend the placement meeting. At the request of the Contract Parent, arrangements can be made with the director to allow the Child to come and play before placement to settle in. The number of times the Child can come to settle in depends on the availability within the group.

8. Opening hours and additional options

The Childcare Locations are generally open on weekdays, 52 weeks a year. The childcare is also open during the school holidays and on ADV and study days of the school. We are closed on public holidays (with 5 May being a national holiday every 5 years).

8.1 Opening hours for Daycare

The Childcare Location operates daily from 7.30 a.m. to 6.30 p.m.

A day part is from 7.30 a.m. to 1.00 p.m. and from 1.00 p.m. to 6.30 p.m. Certain Childcare Locations offer extended opening hours.

Some Childcare Locations have designated drop-off and pick-up times. Unless stated otherwise, the drop-off and pick-up times are as follows:

- Drop-off is between 7.30 a.m. and 9.00 a.m., and between 1.00 p.m. and 1.30 p.m.
- Pick-up is between 12.30 p.m. and 1.00 p.m., and between 4.30 p.m. and 6.30 p.m.

If the Child is dropped off or picked up outside these times, the Contract Parent must arrange this with the Childcare Location in advance.

8.1.1 Day parts for daycare

The minimum number of day parts required is two. This helps the child to become familiar with and feel secure at daycare.

8.2 Opening Hours for Out-of-School Care

The Out-of-School Care operates from the earliest finishing time of any of the partnered schools until 7.00 p.m.

During the school's ADV days or study days, as well as during school holidays, the care is available from 7.30 a.m. to 7.00 p.m. Certain Childcare Locations offer extended opening hours.

8.2.1 Day parts for Out-of-School Care

The minimum number of day parts required is one.

8.2.2 School holidays

During school holidays, for children using a package that includes holiday care, the Out-of-School Care is available from 7.30 a.m. to 7.00 p.m. The afternoon care automatically becomes full day care.

This applies to the days when the Child also attends care during regular school weeks, as listed in the Agreement. The Contract Parent must notify at least two months in advance if the Child will not attend Out-of-School Care due to a holiday, so this can be considered in the staffing plan.

8.3. Pre-school care

At some Childcare Locations, pre-school care is available at Out-of-School Care and/or at the Daycare Location. Please enquire about the options with the managing director of the Childcare Location. The hourly rates for pre-school care are available on the website. (www.bijkinderstad.nl/kosten-kinderopvang).

8.4 Occasional swapping of day parts

There may be occasions when the Contract Parent unexpectedly needs childcare on a different day/day part than originally agreed. Kinderstad provides the option to occasionally swap a day/day part. Kinderstad sets the following conditions to swap:

- a. Unused childcare days are only added to the exchange credit if the Child is deregistered at least two weeks before the relevant cancelled day. The swap day must be requested via the Parent Portal.
- b. The use of exchange credit is only possible if the occupancy at the Childcare Location permits it.
- c. Once the Child is deregistered, this is irreversible.
- d. No exchange credit is accrued for childcare hours that fall on a nationally recognised public holiday or a Closure Day.
- e. Swapping between childcare days that fall within a school week and those that fall within a holiday week is not possible.
- f. The exchange credit expires 28 days after the day for which the cancellation was made and when the Agreement ends. The exchange credit can also be used up to 28 days before the day for which the cancellation was made. If the exchange credit is not used in time or cannot be used, the Contract Parent is not entitled to compensation for its expiration. The credit cannot be converted into cash.
- g. The exchange credit can only be used during the term of the Agreement.
- h. Exchange credit is accrued per Child and per agreement. Exchange credit cannot be used within the family between children or for a different type of agreement (Daycare/Out-of-School Care).
- i. The accumulation of exchange credit is an additional service. The Contract Parent cannot derive any rights from it. Kinderstad may decide to (temporarily) discontinue or amend this additional service.

8.5 Request for additional childcare

There may be occasions when the Contract Parent unexpectedly requires an extra day or part-day of childcare and there is not enough exchange credit. A request for an extra day or day part can be submitted via the Parent Portal. The director will review the request two weeks before the required childcare date. Additional childcare can be provided if there is availability in the group and the staffing schedule allows. The Childcare Location is not obliged to provide the requested additional childcare. For the first two part-days of additional childcare used in a calendar year, Kinderstad does not charge any fees. If these two part-days of additional childcare are not used by the end of the calendar year, they will expire. These are not subject to financial compensation.

9. Miscellaneous

9.1 Reporting illness/absence

If the Child is unwell or unable to attend for other reasons, the Contract Parent must notify us as soon as possible. This is also crucial for Out-of-School Care regarding the collection of children from schools. The procedure for reporting illness is available on our website (www.bijkinderstad.nl). If the Contract Parent reports this before 9.00 a.m. for Daycare and before 2.00 p.m. for Out-of-School Care, the sick day will be converted into exchange credit. For the terms of the exchange credit, refer to Article 8.4 of these Additional Terms and Conditions.

9.2 Collection by someone else

Generally, the Contract Parent collects the child at the end of day. If the Child is collected on regular days or occasionally by another adult, the location must be informed in advance, otherwise the Child may not be allowed to leave with this adult. The Contract Parent should inform the educational professionals directly for this purpose. With written consent from the Contract Parent, the Child may also be collected by a minor. The Contract Parent can obtain this declaration from the managing director of the Childcare Location.

9.3 Availability by phone

When the Child is at the childcare facility, the Contract Parent must be available by phone. Any changes to telephone numbers must be communicated to Kinderstad as soon as possible.

9.4 Activities outside the location

For activities organised by the Childcare Location with third parties, outside the premises, Kinderstad requires written permission from parents for participation. The Childcare Location arranges transport in line with the transport policy (www.bijkinderstad.nl) to and from the activity or agrees that parents will collect the Child from the activity.