

# Additional Terms and Conditions & Further Explanation of Childcare 2021

## NEMO



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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.

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 our location and you can 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 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 the payment due for the applicable period of one month. For example: if care starts on March 1st and the placement agreement is canceled on February 10th. You then owe the costs equal to the costs of childcare from the 1st to the 9th of March.

### 2.2 Placement Interview

During the placement interview, we exchange information with you about our location, the group, the familiarising and of course about your child. Think of nutrition, comfort, in the case of daycare (the way of) sleeping, and other details. The childcare employee tries to match your wishes 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 the Director of our location by sending an email. During the placement interview, the required Citizen Service Number (s) 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 takes place on the basis of various criteria, whereby 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

#### 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 and you give written permission for this via the "placement second group"<sup>2</sup> form prior

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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.

<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 (out-of-school care) (Decree on Quality Childcare, article 9, paragraphs 1 and 9 (daycare) and article 18, paragraphs 1 and 4 (out-of-school care)).

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 out-of-school care 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 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 wishes. We always advise you to consult with the Director of the location. We work closely with other locations of the Kinderopvanggroep. There are often alternatives at other locations or on different days.

## **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.

### **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 the 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 connection to primary school, it is often 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 of course there must be space in the group.

**!! Please note:** if your child is going to transfer from a daycare to an out-of-school care facility, you must register your child again. This is not automatic.

### **3.4 Duration of the Out-Of-School Care 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 ends legally 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.

- the daycare center or out-of-school care must close by order of the government, for example due to a virus outbreak and/or epidemic;
- the daycare center or out-of-school care 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 out-of-school care 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 with the same amount each month. You also receive the same amount of childcare allowance each 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.

Number of weeks	Times	Number of hours per year (for a one day purchase)	Number of hours per month
52 weeks	7.30am - 6.30pm	52 x 11 = 572 hours	47.67
		<b>Total per month</b>	<b>47.67 hours</b>

### 4.2 Payment

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

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

### 4.3 Childcare Allowance

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 wishes 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 Daycare (0-4 years)**

In daycare we work with an agreement for 52 {40} weeks per year.

Children from two years of age (or possibly younger or older as determined by the local government) use the toddler arrangement for 40 weeks for the first two half-days (or possibly younger or older as determined by the local government). This package can be extended to 52 weeks and to more half-days. For further information about options, please contact the Director of our location.

These choices, together with the number of days you purchase, determine your average gross hourly price.

Ask the Director about the possibilities at our location for specific wishes.

### 7. Adjustment Period

#### **7.1 Adjustment period for day care**

##### Prior to placement

Your child can come and play at the center to get used to it prior to placement. The Director will discuss with you when it's a good time to do this. You will then come with your child to introduce him/her to the new environment, the childcare employees and the other children. The number of times that your child may familiarise depends on the space available in the group.

##### During placement

We refer to the first two months after placement as the adjustment period. During this period, we pay extra attention to the well-being of your child. After two months, there will be a written evaluation and a personal meeting (which may be done online)

### 8. Opening Times and Extra Options

Childcare is, in principle, 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 Nursery opening hours**

Our daycare center is open every day from 7:30 am to 6:30 pm.

A half day is from 7.30 am to 1 pm and from 1 pm to 6.30 pm.

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

##### **8.1.1 Day Parts of Daycare Center**

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

We assume full daycare. In exceptional cases, this may be deviated from if the planning permits or if agreements have been made with external parties.

##### **8.2 Occasional Swapping of Half-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.

### **8.3 Request for Extra Childcare**

It is possible that you unexpectedly need an extra day/half day of care. 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 via the Childcare App (Konnect).

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 also relevant with out-of-school care in connection with the collection of the children from the schools.

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

We assume that you, as a parent, will bring and collect your child yourself. If your child is 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 this 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 available by telephone. Therefore, you must always notify us immediately of changes to any contact numbers.

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

For activities organised by the location (with third parties, so 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 at the activity.

## 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 of, for example, the national government, municipality, fire brigade and police.

## 11. Privacy

In order to guarantee good childcare, we need 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.