

# HOUSE RULES

## Introduction

A Little Jungle children's centre offers childcare to children between 0 – 4 years old and extracurricular care to children between 4 and 13 years old. The house rules apply to all Little Jungle children's centres and are an addition to the General Terms and Conditions.

### Article 1: Opening hours/picking up and dropping off

The Little Jungle children's centres are opened 52 weeks a year, from Monday to Friday between 07.00 a.m. and 07.00 p.m. (except holidays according to the childcare collective agreement).

We kindly ask you to pick up and drop off your child on time. Having your child dropped off or picked up late is not pleasant for your child or the pedagogical staff.

According to our rules, if you pick up or drop off your child later, you will receive a bill with the applicable hourly rate.

### Article 2: Flexible care

If you pay for flexible care, you will have a 'flexible placement agreement' with Little Jungle. This agreement contains the average amount, which you purchase weekly as a base.

So for every month you should indicate the days, dayparts/hours of the week during which your child will be in care.

You can indicate this on the form 'flexible purchase', which preferably has to be returned to the Little Jungle office one month before the period in question, but at the latest before the 15<sup>th</sup> of the month.

If we do not receive the mutation form in a timely fashion, we cannot guarantee that you will get the dayparts/hours of your choosing.

### Article 3: Extra care

Extra care can be digitally requested and granted via our parent portal/the parent App.

Based on legal and qualitative standards, we evaluate if the request can be granted. Extra care is invoiced separately and paid via direct debit.

### Article 4: Holiday care

Holidays include:

1 week spring break, 2 weeks of May holidays, 6 weeks of summer holidays, 1 week of autumn holidays and 1 week of Christmas holidays.

### Article 5: Study days

You can purchase extra care during study days, or use swap credits for this.

### Article 6: use and composition of exchange hours

If your child has been placed on fixed days (or dayparts) it can occur that you want to or have to deviate from this. There is a limited possibility to swap dayparts (without costs).

For holidays included in your contract, you will also receive swap hours. This is relevant to the days on which the childcare will be closed, according to the Collective Agreement Childcare: New Year's Day, Easter Monday, King's Day, Ascension Day, Whit Monday, Christmas Day and Boxing Day.

#### Rules for swapping:

- In order to receive swapping hours you should always report your child absent in a timely fashion via the parent portal/ the App. We work with the following hours:
  - VSO: before 7.30 a.m.
  - KDV (age 0-4): before 8.30 a.m.
  - BSO (age 4-13): before 11.00 a.m.

If you report in time, you can use the hours at a later moment.

Swapping dayparts is not possible:

- With retroactive effect.
- For VVE dayparts.

- If you know beforehand that you will not be using a certain day, you can also report your child absent sooner. You can report your child absent from 30 days beforehand. You should take into consideration that if you report your child absent for a certain day, this day can be planned in as swap day for another parent.
- You can request a swap 30 days in advance.
- Swap requests will be approved if there is enough space at the location, in accordance with the laws and regulations. In other words; if we swap, we still have to comply with the legal regulations for the child-supervisor ration.
- You can cancel a swap request that has not been approved yet.
- A swap day that has been approved cannot be swapped again. You will not receive swap hours if you do not use this day after all.
- Extra care cannot be exchanged.
- The swap hours are child-based.
- The swap hours will be valid for 365 days after you have reported your child absent.
- If your child switches from daycare to afterschool care, the collected hours from the daycare will expire.
- Once the placement agreement is ended, the collected swap hours will expire. After the last contract day you will not be able to use swap days anymore.
- If your child switches locations, the collected hours will remain valid.
- If you use more care in a day than the amount of swap hours that you still have, you will only receive an invoice for the remaining hours.
- You report your child absent for at least 1 day (part) and will receive swap hours for this. You cannot report your child absent for separate hours.

#### Exchange hours in case of change or termination of contract:

- If you enter into a new placement agreement for the same type of childcare with a higher hourly rate, the accrued hours from the former placement agreement will be no longer applicable. If the hourly rate in the new placement agreement is lower, you will retain the accrued hours from the former placement agreement.
- If your child changes from day care to out-of-school care the accrued hours from the day care will no longer be applicable.
- If your child changes location the accrued hours will remain valid (but not if you change the type of care).
- In all other situations the accrued hours will be no longer applicable after termination of the contract on the day the contract ends.
- You cannot reclaim money for exchange hours not used.

### Article 7: Merging groups

It can occur that groups are structured differently, for example during holidays or periods of low occupancy, in which case children will be cared for in another space or another location.

### Article 8: Sickness

It is often difficult to tell when a child is 'sick'. A sick child needs specific care and extra attention. A children's centre is not equipped for this, and is therefore unable to provide this extra care. If your child gets sick while staying at the children's centre, we will always contact you. In consultation with you, we will then determine what should be done. It is for the coordinator of the children's centre to judge whether or not your child should be picked up. If your child needs immediate medical care, the child will receive the care in the first instance.

Then you will be contacted.

Little Jungle expressly advises to have your child vaccinated according to the programme of the Consultation bureau and the GGD. If your child has to take medication during the care period, we will talk to you about whether it fits in the protocol medication administration. If medication has to be administered, we will ask you to sign a medication statement.

Children cannot come to the children's centre or have to be picked up if:

- The health of other children is at risk. In case of risk of infection, we follow the guidelines of GGD/RIVM.
- A child is too sick to take part in the programme of the day.
- The care is too intensive for pedagogical employees.

If your child is sick and will not be coming, we ask you to inform the children's centre about this. We would like to know what is going on with your child so that we, if necessary, can inform other parents about the possible risk of infection.

#### **Article 9: Introduction and settling down**

Before your child is placed in a Little Jungle children's centre, there will be an intake consultation. During the intake consultation, a number of general matters will be discussed. Of course there is room for all of your questions, and we will talk extensively about the specific characteristics and habits of your child. During this consultation, agreements will be made about the period of settling down, for example. This way you and your child can get to know and familiarize yourselves with the daily activities within the centre.

#### **Article 10: Nutrition and care**

Food is provided according to the protocol 'food'. We ask you to bring bottles and bottle feeding (with name) yourself. During the intake consultation, we will extensively talk about your child's eating habits. The children's centre provides diapers and food (except bottle feeding and dietary nutrition).

#### **Article 11: Sleeping habits**

During their stay in the children's centre, children will go to sleep according to the protocol 'sleeping habits' taking into account, for example, the safety of the child.

#### **Article 12: Own clothes and toys**

Children who sleep at the children's centre, should bring their own pyjamas (and pacifier). We also ask you to provide spare clothes, especially if your child has not (completely) been potty-trained yet. We ask you to provide coats, scarves etc. with a name or initials. Please do not let your child bring their own toys, they can get lost or break. The children's centre is not responsible for personal toys and clothes getting lost.

#### **Article 13: Parent contacts**

While you are picking up and dropping off your child, you will have the opportunity to exchange information with the present pedagogical employee. Your child will be assigned a mentor, who will be a contact person in the first instance. There is a parent consultation at least once a year. If you want an intermediary conversation, this is always possible.

#### **Article 14: Complaint procedure**

On our website you can read our complaint procedure. Little Jungle has an internal complaint procedure, which enables us to find the solution to a complaint within our organization. If you are dissatisfied, we will talk to you to try and find a solution. There are different ways to express your complaint:

- You can talk to one of the employees of the children's centre. If the employee in question is unable to and/or does not have the authority to deal with the complaint, the coordinator will look at your complaint.
- You can turn to the coordinator directly, and they will respond to your complaint within one week.
- Complaints can be made (in writing) to management. In this case, you will also receive a response within one week.

Little Jungle children's centre is connected to the Childcare Complaints Office. Before you can make a complaint here, you have to make it known to the coordinator or management first (with a few exceptions).

If this does not have the desired result, you can turn to the Childcare Complaints Office. They will listen to your complaint first, and give you information and advice.

If you still cannot figure it out, you can take your complaint to the Arbitration Committee for Childcare and Preschools. If you take this formal step, your complaint will be called a dispute. The Arbitration Committee will decide within 6 months, and the verdict is binding for all parties.

#### **Article 15: Liability**

Little Jungle does not accept liability, except insofar as Little Jungle's liability insurance provides entitlement to a claim. The abovementioned liability is therefore limited to the amount of the payout made by the insurer.

#### **Article 16: Permission**

In the parent portal you can indicate what you give permission for.

#### **Article 17: Privacy**

Little Jungle handles your information with confidentiality, and will not make this information available to third parties, barring exceptions determined by the law. This has been established in the privacy regulations ([www.littlejungle.nl](http://www.littlejungle.nl)).

#### **Article 18: Safety**

The children's centre has its own company emergency plan. There is always at least one Company medic present in the children's centre.

#### **Article 19: Payment conditions**

- During holidays and sickness of the child, that is being cared for by Little Jungle according to the contract with the client, and when the children's centre is closed because of generally acknowledged holidays, as they have been established in the Childcare Collective Agreement, the agreed upon invoice amount will still be owed by the client.
- Payment is made to Little Jungle via direct debit. Invoices are sent during the first half of the month, before the month which the invoice applies to. The invoice date is the 10th of the month. The payment term is 14 days. The direct debit date is the 25<sup>th</sup> of the month.
- Little Jungle asks its customers to provide authorisation- when the placement agreement is signed and for the entire duration of the placement agreement.
- If the direct debit is refused, € 5 of administration costs will be charged for the first reminder, and the costs for the second and third reminders are €10 and €15 respectively.
- Direct debit of the invoice amount will take place on the 25th of the month. The invoice amount to be cashed will consist of the following components:
  - advance payment of the fixed hours/dayparts of the following month and the extra purchased hours/dayparts of the following month;
  - subsequent payment of the extra purchased flexible hours/dayparts of the previous month.
- We are authorised to outsource any claim on the client, and charge the debtor for this completely. The extrajudicial collection costs are 15% over the first €2,500, with a minimum of 40.00 euros. The collection costs over the next €2,500 are 10%, and over the next €5,000 they are 5%. All this without prejudice to the right to claim fulfilment or dissolution of the placement agreement, with or without complete compensation payment.
- If case of late payment by client, his suspension of payment or application to that effect, his bankruptcy or application to that effect and/or in the event of the liquidation of the company of client or the ceasing of activities of the company by client, the invoice amount and everything client otherwise owes to Little Jungle pursuant to the agreement are instantly exigible and Little Jungle has the right to rescind all agreements which have not been fully implemented without judicial intervention by way of a written statement, or otherwise to suspend its obligations, without prejudice to all their other rights, including the right to compensation of damages.

#### **Article 20: General**

- Smoking is forbidden in the children's centre.
- If the house rules are changed, you will be made aware of this in writing.