

General Regulations.

Korein's offers childcare for children aged 0-13 years. The General Regulations apply to all locations and serve as a supplement to Korein's Terms and Conditions of Service and the sector organization's General Terms and Conditions (Sectoral Conditions). These terms and conditions can be consulted at www.korein.nl. Korein reserves the right to amend the General Regulations. At the time a new version of the General Regulations comes into force, the old version of the General Regulations automatically lapses. No rights can be derived from an old version of the General Regulations. If the General Regulations change, the Parent will be notified in writing. The General Regulations use the same definitions as those in the Terms and Conditions of Service and the Sectoral Conditions.

Article 1: Services and opening hours.

Daycare.

Childcare for children aged 0-4 years. Korein childcare locations are open from Monday to Friday, generally from 7:30 AM to 6:30 PM all year round (except for public holidays in accordance with the childcare collective labour agreement). Opening hours may vary by location. To view the various Products available and associated costs, please refer to the rates on the website.

Out-of-school care.

Childcare for children aged 4-13 years. Korein offers a day package consisting of before and after-school care.

Before-school care.

Before-school care is adapted to the start time of the primary school.

After-school care.

The start time of the after-school care depends on the time when the child's school day ends.

The opening hours of the childcare locations are linked to the opening hours of the associated primary schools. During holidays and days without school, Korein is open from Monday to Friday from 7:30 AM to 6:30 PM.

For after-school care, Parents can choose from:

- 52-week package: care for 40 weeks of school and 12 weeks of holiday. Parents are also entitled to receive care during school inset days, provided that these fall on the contractually agreed childcare days (these are from 1 January 2025 excluded from our new package regarding 52 weeks after-school care contracts, see School inset days); or
- 40-week package: care for 40 weeks of school.

Different closing time.

A different closing time may apply on days to be determined. This is currently the case on 5, 24, and 31 December; the closing time on these days is 5:00 PM.

Additional ad-hoc care.

Additional ad-hoc care can be requested digitally via the Parent Portal. The location will then determine whether there is availability.

School inset days

These are from 1 January 2025 excluded from our new package regarding 52 weeks after-school care contracts. These can be requested at the minimum of 4 weeks (28 calendar days) before the relevant care day digitally via the Parent Portal on invoice. Late applications will not be considered in principle. At least 5 children must be registered for the relevant care day, will this to take place. If the request is not made in time, it can be approved if it fits within the applicable staff-to-child ratio (BKR).

Holiday care.

Holidays include: 1 week for spring break, 2 weeks for May break, 6 weeks for summer holidays, 1 week for autumn break, and 2 weeks for Christmas holidays. The childcare locations are open all year from Monday to Friday, except on national public holidays in accordance with the childcare collective labour agreement. Groups may be composed differently during the holidays, and children may be accommodated in another room or at another location. The locations where only toddler care is offered are open 40 weeks a year and closed during the holidays. Holidays are linked to those of the primary schools with which we work.

Article 2: Dropping off and collecting children.

Korein kindly reminds Parents to drop off and collect their children on time. If the child is collected late without notice, this disrupts the child and requires the Korein childcare staff member to stay late. The late collection fee is €50.00. Parents will receive an invoice, which must be paid within the specified term. Repeated late collections may result in termination of the Agreement. If the child is going to be collected by someone other than the Parents, the Korein childcare staff member must be informed in writing (with the date and name of the person collecting) in advance. The person collecting the child must be able to present valid proof of identity. Children will not be handed over to anyone not known to the Korein childcare staff member. If there is a parenting plan in place, a copy of this must be provided at the introductory meeting or within two weeks after the plan has been drawn up.

Article 3: Starting and ending the childcare placement.

A child's placement starts on the day agreed between Korein and Parents, and ends on the day on which the Agreement is lawfully terminated. The last day of the Agreement is always a contracted childcare day.

Article 3a Cancellation credits

It may (occasionally) happen that there is no need for childcare on a contracted day and the child does not attend childcare. In such cases, Korein currently offers parents with a contract for daycare and/or out-of-school care a service that allows them to accrue cancellation credits that can be used for childcare at a different time. The following rules apply.

Cancellation credit accrual

1. If a childcare day is not used, and Parents wish to be eligible for the accrual of cancellation credits, they must submit a cancellation in the Parent Portal no later than 4 weeks prior to the relevant childcare day. A childcare day can be cancelled from 6 months prior to the relevant date.
2. A cancellation made by Parents in the Parent Portal can be withdrawn up to 4 weeks prior to the cancelled childcare day. If the cancellation is not withdrawn (in time), it is final and the place is made available. This eliminates Parents' right to childcare on this day.
3. The number of credits the Parent receives is equal to the number of hours the Parent cancelled for the child.
 - This is 11 hours a day for daycare or a non-school day at out-of-school care, provided the cancellation credits have not yet reached the maximum.
 - For out-of-school care, it is the number of hours after school until the branch closes, provided the cancellation credits have not yet reached the maximum.
4. If a childcare day is not used, and a cancellation was submitted at least 4 weeks prior to the daycare day in the Parent Portal, Parents will receive cancellation credits for the hours equal to the cancelled childcare day. These cancellation credits are allocated as soon as the cancellation is final and the right to childcare on the relevant day is eliminated. The balance of cancellation credits can be viewed in the Parent Portal.
5. No cancellation credits are accrued/allocated in the event of non-timely cancellation in the Parent Portal.
6. No cancellation credits are accrued/allocated for early collection or late drop-off.
7. No cancellation credits are accrued/allocated if cancellation is for a day or half-day on which childcare would not have taken place anyway - such as a public holiday or a day on which the branch is closed - regardless of when the cancellation was submitted.
8. Parents can accrue a maximum of 33 cancellation credits for daycare and 22 credits for out-of-school care. Once the maximum has been reached, space will only become available again to accrue further cancellation credits up to the maximum once cancellation credits have been used.

Using cancellation credits

9. Parents can submit a request in the Parent Portal

from 8 weeks in advance of the desired childcare day to use the cancellation credits for childcare at a time suitable for them. A request must be submitted through the Parent Portal. Requests are processed in order of receipt.

10. Allocated/accrued cancellation credits can be used by Parents to request childcare within their own core group. If there is no space in the child's own group but the request is suitable for both the child and a different group's composition at the branch, the request may be approved.
11. Cancellation credits are deducted for the full number of hours of the requested day - 11 hours for daycare and non-school days in out-of-school care, and the number of hours after school until the branch closes for out-of-school care.
12. It is entirely at Korein's discretion whether a request to use cancellation credits is granted. Although Korein will try to accommodate a request to use cancellation credits wherever possible, no guarantees can be given. Korein is authorised to reject requests to use cancellation credits without giving a reason.
13. The request in the Parent Portal is only final after it has been approved by Korein. Parents cannot derive any rights from requests that have not been approved.
14. Until Korein has approved the request to use cancellation credits, Parents can withdraw the request via the Parent Portal.
15. If a request approved by Korein for the use of cancellation credits by Parents is withdrawn, the childcare cancellation credits covered by the approval will become invalid. These credits will be deducted from the accrued cancellation credits.
16. Cancellation credits are linked to the child and the contract. Cancellation credits expire:
 - At the end of the contract; or
 - No later than 365 days after the cancelled day; or
 - In the event of transition from daycare to out-of-school care.

Miscellaneous

17. If the cancellation credits are not sufficient to cover the request for the extra day, the Parent will settle (the remaining part of) this extra day by way of an invoice.
18. Cancellation credits cannot be exchanged for cash. Should any cancellation credits expire, there shall be no entitlement to any form of (financial) compensation whatsoever.
19. The option to accrue and use cancellation hours is a service offered by Korein. This service is not part of any agreements made with Parents. This means, amongst other things, that Parents cannot enforce the use of cancellation credits, that Korein is entitled to stop providing the service (at any time) and may unilaterally amend the rules regarding cancellation

credits without this entitling Parents to compensation of any kind.

Article 4: Illness.

It is not easy to indicate when a child can be deemed to be 'ill'. An ill child needs specific care and attention that cannot be provided on site. It is subject to the Korein childcare staff member's judgement whether and under what circumstances an ill child can be accepted for childcare. If the child falls ill at the location, the Parents will always be contacted. If no Parents are reachable, it is important for the location to have one or two telephone numbers of back-up contacts. It is subject to the Korein childcare staff member's judgement whether the ill child needs to be collected. If the child needs immediate medical assistance, this will be arranged as soon as possible at the location, including by contacting the emergency services, before the Parents (or back-up contacts) are informed.

Article 5: Settling-in period.

Before the childcare officially starts, an introductory meeting takes place at the location. During this discussion, agreements will be made about the settling-in period. The agreed settling-in period will be free of charge and last from the first day on which childcare is provided until the date

stipulated in the Agreement. The duration of the settling-in period is discussed by mutual agreement. This will allow Parents and the child to become acquainted with the how the setting runs.

Article 6: Educational policy.

Korein has laid down its educational principles for all locations in its educational policy. Each location has its own work plan within this policy. In addition to the educational policy, Korein operates a 'suspected domestic violence and child abuse' protocol. If there are any suspicions that the child's safety may be at risk, this will be discussed with the Parents to ensure the child's safety in all areas of life. The educational policy, work plan, and protocol are available for consultation at the location and/or on the location's website.

Article 7: Child development monitoring system.

Children's well-being and development are monitored at all locations using the child development monitoring system. This is used to track how each child is getting on in the group and uses standard forms. A report is drafted on each child once a year and will be discussed during the group discussion. In addition, there will be an annual discussion with Parents about their child's development. The data relating to this will be retained until the end of the Agreement. The childcare staff member will have access to these data during this period.

Article 8: Own toys and clothing.

Korein is not liable for any loss of/damage to property of the child or Parents, including the child's toys and/or clothing.

Article 9: Food and drink.

Food and drink are provided in accordance with the food and drink protocol. Bottle and other baby food, or dietary food, should be brought by Parents. During the introductory meeting, the child's eating habits are discussed in detail, as well as any allergies. Children bring their own lunch if they receive lunchtime care.

Article 10: Health and safety.

Each location has its own emergency plan. At least one emergency responder/person trained in first aid is always present at each location. Annual health and safety risk assessments are carried out to identify risks and take preventive measures.

Article 11: Communications with parents.

Parents exchange information with Korein childcare staff during drop-off and collection. Of course, there is always the opportunity for a lengthier parental discussion. If the Parent would like to set aside time for a discussion with a staff member, the Parent can request to make an appointment for this. A general parents' evening is organized at least once a year. The Central Parents' Committee serves as the point of contact on behalf of the Local Parents' Committees.

