

## 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](http://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. 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. 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; or
- 40-week package: care for 40 weeks of school.

#### 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.

#### 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: Credit hours.

In the event that the childcare is cancelled, the Parent will not receive any credit hours. Childcare hours not taken will lapse; there is no entitlement to a refund. Credit hours accrued remain valid for a certain period (see below). If staff planning and existing legislation allow, the Parent can use these credit hours at a different time. Parents may submit requests to use credit hours to the childcare location (see below for more details).

#### Using credit hours.

- A request to use credit hours can be submitted by the Parent through the Parent Portal at any time.
- The request can be submitted up to three months in advance. The time it takes to process a request varies by childcare location.
- The Parent can cancel a request to use credit hours if it has not yet been approved; no credit hours will then be deducted.
- If the Parent cancels an approved request, the Parent will not receive any credit hours.

#### Reviewing requests to credit hours.

- Requests to use credit hours are treated on a first come, first served basis to ensure fairness.
- A request is only approved if there is sufficient space in the group and it complies with legislation, regulations, and Korein's procedures, i.e. only if the maximum number of children permitted at the location by law and the staff-to-child ratio are not exceeded. The quality of service is paramount at Korein.
- Korein will strive to provide the child with a place within the child's usual group. If there is only room in another group, Korein will always ask first whether the Parent wants to take this up.

#### Validity of credit hours.

- Credit hours are valid for 365 days from the date on which the credit hours were accrued. Korein always uses the credit hours built up first.
- Credit hours can be used once. If the child does not arrive on the agreed day, the Parent cannot use those credit hours again.

- If the Parent changes the childcare location, they may carry over the credit hours.
- If the child is moving from daycare to out-of-school care, the credit hours built up through daycare will lapse.
- If the Agreement is terminated, the credit hours accrued will lapse. The Parent will then no longer be able to use the credit hours after the last day of the Agreement. If the Parent attempts to use credit hours after the Agreement is terminated, these are no longer valid, and the Parent will receive an invoice for those hours.
- Credit hours are specific to a child.
- If the Parent receives more childcare hours on a given day than the number of credit hours available, the Parent will receive an invoice for all childcare hours, and no credit hours will be used on this day.
- The Parent may only use credit hours that have already been accrued.
- Credit hours are not redeemable for money.

#### **Article 4: 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 5: 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 6: 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 7: 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 8: 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 9: 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 10: 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 11: 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 12: 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.