

## House rules.

### Introduction.

Korein offers childcare to children aged 0 – 13 years. The House Rules apply to all locations and serve to supplement Korein's terms of delivery and the sector organisation's General Terms and Conditions. Korein reserves the right to amend the House Rules each calendar year. When new House Rules become effective, all old House Rules automatically cease to apply and no rights may be derived therefrom anymore. If the House Rules change, you will be informed of this in writing.

### Article 1: Opening hours.

#### Day care

Childcare for children aged 0-4 years. The locations are open all year round (except for public holidays, in accordance with the Dutch collective labour agreement for the childcare sector [CAO Kinderopvang]), from Monday to Friday, 7.30 a.m. to 6.30 p.m. Please see the List of Rates on our website for the various products we offer.

#### Out-of-school care

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

#### Before-school care

The starting time for before-school care has been coordinated with the primary school's starting time.

#### Lunch break care

The time lunch break childcare commences depends on the starting time of the lunch break at the school in question. Registrations can be made digitally via the parental portal. You can find all primary schools that offer Korein's lunch break care on our website.

#### After-school care

The starting time for after-school childcare depends on the time at which your child's school day ends.

The opening times of the locations are in line with the opening times of the primary schools linked to the locations in question. During holidays and on non-school days, we are open from Monday to Friday, 7.30 a.m. to 6.30 p.m.

The after-school care options are:

- 52-week package: childcare for 40 school weeks and 12 holiday weeks. You are also entitled to childcare on study days, should these occur on your contract days;
- 40-week package: childcare for 40 school weeks.

#### Occasional childcare

Occasional childcare may be requested (digitally, where possible) and approved at the location.

#### Holiday care

We define holidays as: 1 week of spring holidays, 2 weeks of May holidays, 6 weeks of summer holidays, 1 week of autumn holidays, and 2 weeks of Christmas holidays. The locations are open throughout the year from Monday to Friday, except on national public holidays, in accordance with the CAO Kinderopvang. Groups may be composed differently during holidays, and children may be accommodated in a different room or at another location. The locations where only pre-school playgroups are accommodated are open 40 weeks per year and closed during holidays. The holidays are coordinated with the holidays of the partnering primary school.

### Article 2: Dropping off, picking up, and signing out children.

Korein politely requests you to drop off and pick up your child in time. If your child is picked up late without our being informed beforehand, that is unpleasant for both your child

and the pedagogical staff member. If you are unexpectedly unable to pick up your child in time, the pedagogical staff member will remain with your child. Later, you will receive an invoice in accordance with the hourly price for Occasional care, rounded up to the nearest hour. If your child is being picked up by someone other than yourself, you must inform the pedagogical staff member of this in advance in writing (stating the date and the name of the person who will be picking up your child). The person who picks up the child must be able to produce valid identification. Children will not be handed over to people who are not known to the pedagogical staff member. Where a parenting plan exists, a copy of this plan must be presented at the preliminary meeting.

### Article 3: Switching.

Children usually come to day care and out-of-school care on fixed days. This benefits the stability of the groups and the feeling of security experienced by children, and thereby the educational quality of the childcare. However, it may so happen that your child is unable to come, or that you require occasional care on a day other than the fixed care day. If you report your child's absence on this day in good time, you will receive switch hours. The possibility of switching depends heavily on your cooperation in signing your child out for childcare days on which your child will be absent.

You also receive switch days for public holidays which fall on your contract days. These are days on which, in accordance with the CAO Kinderopvang, the childcare centres are closed: New Year's Day, Easter Monday, King's Day, Ascension Day, Whit Monday, Christmas Day, and Boxing Day.

We have drawn up the following rules of play for switching:

- In order to receive switch days, you must sign your child out at least 5 days prior to the care day in question via the parental portal. You may subsequently use this day on another occasion, in consultation with your location.
- If you know in advance that you are not going to use a certain day, you may also sign your child out for this day at an earlier stage. You may sign your child out up to 3 months in advance.
- Please note that when you sign your child out for a certain day at an early stage, this day may be made available as a switch day for another parent.
- You may submit a switch request up to 3 months in advance.
- Switch requests will be approved when there are sufficient places available at the location, while meeting legislative requirements. In other words, more than the maximum number of children allowed may not be accommodated at the location, and the pedagogical staff member-child ratio may not be exceeded.
- You may cancel a switch request that has not yet been approved.
- An approved switch day may not be re-switched. You do not receive any switch hours if you ultimately fail to utilize this day.
- You may not switch occasional care.
- Switch hours cannot be switched between children.

- Switch hours remain valid for 365 days after you have signed your child out.
- If your child switches from day care to out-of-school care, any switch hours accrued from the day care are no longer valid.
- If the childcare contract is terminated, the switch hours accrued are no longer valid. After the last contract day, you may no longer use switch hours.
- Accrued switch hours remain valid if your child switches location during the year.
- If you use more childcare in 1 day than the number of switch hours which you have accrued, you will receive an invoice for all of the hours. It is not possible to use switch hours for part of a day. In addition, you may not use potential future switch hours to make up the balance.
- You must always sign your child out for at least one part-day or day, for which you receive switch hours. You may not sign your child out for irregular numbers of hours.
- If you use acquired switch hours after the termination of the childcare contract, you will receive an invoice for Occasional Care.
- You may not ask for a refund for unused switch hours.

#### Article 4: Commencement and termination of child placement.

A child placement begins on the day agreed between Korein and the parents/carers and ends on the day on which the childcare agreement is terminated, legally or otherwise. The last day of the contract is always a contract day.

#### Article 5: Illness.

It is not easy to ascertain when a child is genuinely "sick". An ill child requires specific care and attention, which cannot be provided at the location. It is up to the pedagogical staff member to determine whether and in which circumstances an ill child can be accommodated. If your child becomes ill at the location, you are always contacted. If you cannot be reached, it is important that the location has one or two alternative telephone numbers of people who can be contacted instead. It is up to the pedagogical staff member to decide whether the ill child needs to be collected. If your child requires immediate medical assistance, this will be arranged as quickly as possible at the location, potentially including a '112' call to the emergency services, before you as parents (or their substitutes) are informed.

#### Article 6: Settling-in period.

Before your child is actually accommodated, a preliminary meeting takes place at the location. During this meeting, among other things, arrangements will be made concerning a period of settling in. No costs apply to the settling-in period agreed, which takes place prior to the commencement of the childcare based on and referred to in the concluded childcare agreement. The duration of the settling-in period is jointly discussed. In this way, you and your child can become acquainted and familiar with the course of daily events at the location.

#### Article 7: Educational policy.

Korein has set out its educational principles in an educational policy for all locations. Each location implements its own work plan within this policy. Apart from the educational policy, Korein deploys the 'suspicion of domestic violence and child abuse' protocol. If suspicions exist that the safety of the child may be in danger, this is discussed with the parents. The objective is to guarantee the safety of the child in all its environments. The educational policy, work plan and protocol may be inspected at the location.

#### Article 8: Child monitoring system.

The well-being and development of your child is monitored at all locations, using a child monitoring system. The child's

group interaction is monitored using standard forms. Once a year, a report is made on each child, which is discussed during the group meeting. In addition, once a year a parent-staff meeting takes place, in which the development of the child is discussed with the parents. The details are retained until the moment at which the childcare agreement ends. During this period, the pedagogical staff member has access to the information.

#### Article 9: Own toys and clothing.

Korein does not accept any liability for the loss of any child's own toys and/or clothing.

#### Article 10: Nutrition.

Food products are provided in accordance with the protocol. Bottles and other baby foods, as well as any specific dietary foods, must be brought by you or your child. Your child's dietary habits will be discussed at length during the preliminary meeting. Children bring their own lunch with them to the lunch break care.

#### Article 11: Health and safety.

Each location has a company contingency plan. At least one staff member who has received emergency response training is always present at each location. Every year, hazard identifications are carried out in respect of health and safety, to identify risks and take preventative measures.

#### Article 12: Parental contact.

During the dropping off and picking up of the children, parents or carers may exchange information with the pedagogical staff member. Of course, there is always the possibility of having more frequent parent-staff meetings. If you would like to have a quiet talk with one of the staff members at the location, you can make an appointment to do so. General parent-staff meetings are organised one or more times a year. The Central Parents' Committee acts as the discussion partner on behalf of the local parents' committees.

#### Article 13: Complaints procedure.

You can find Korein's complaints procedure on the website ([www.korein.nl/contact/klacht](http://www.korein.nl/contact/klacht)).

#### Article 14: Privacy.

Photos and/or video recordings of the children are made regularly, for example during special activities. These photos and/or video recordings may be used in the parental portal, on the website, Facebook or Twitter, as brochure materials, in lectures and/or seminars, etc. If you have an objection to this and do not want it, please inform us in writing. Korein treats all information it receives confidentially, and will not make such information available to third parties, except where prescribed by law. This has been set out in our privacy regulations ([www.korein.nl](http://www.korein.nl)).