

HOUSE RULES

Introduction

The House Rules apply to all Little Jungle children's centres and serve as a supplement to the General Terms and Conditions.

Article 1: Opening hours/ bringing and picking up

The Little Jungle child centres are open 52 weeks a year, from Monday through Friday, between 07:00 and 19:00 (excluding holidays, pursuant to the collective agreement for childcare).

We kindly request you to bring and pick up your child in time. Bringing your child late or a late pick-up are unpleasant for both your child and the pedagogical staff.

If you are picking up your child at a later moment, or bring him/her at an earlier time, you will receive an invoice for the applicable hourly rate. Deviating agreements regarding times for bringing and picking-up can always be made. If your child will not be able to get here for the agreed upon day(s), please contact the child centre/office as soon as possible about this. Without notice of absence, a staff member will call you.

Article 2: Additional childcare

Extra childcare can be requested and granted digitally via the parent portal/the parent app. Based on the legal and qualitative standards, we will decide whether or not the request can be honoured. Additional childcare will be invoiced separately and paid through direct debit.

Article 3: Childcare on school-free days and additional childcare during school holidays

By school holidays we mean: 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.

Article 4: Study days

You can purchase extra childcare during study days or use credit hours for this purpose.

Article 5: Alternative closing time

Different closing times apply on 5, 24 and 31 December. On these days, all Little Jungle childcare centres close at 17:00.

Article 6: Deployment and accumulation of credit hours

Under certain conditions, you will receive credit hours for times when your child is absent.

- To receive credit hours, you must deregister your child via the parent portal/ App seven calendar days prior to the absence. Upon timely cancellation, you can use the credit hours at another time, subject to conditions.
- You will not receive credit hours during public holidays on which childcare is closed in accordance with the collective agreement for childcare. These are New Year's Day, Easter Monday, King's Day, Liberation Day (as from 2010) once every 5 years, Ascension Day, Whit Monday, Christmas Day and Boxing Day.
- Credit hours remain valid for 365 days after you have deregistered your child.
- Changing day parts is not possible:
 - Retrospectively
 - For VE sessions
- If you know in advance that you are not going to use a particular day, you may also cancel it earlier. You can cancel your child six months in advance. Please note that when you cancel your child, this day can be exchanged for another parent.
- A request for extra childcare or childcare from credit hours will be assessed within 2 working days.
- An application for the use of credit hours or an application for extra buy-in will be approved if there is sufficient space at the location, such that it fits within the laws and regulations. In

other words, the request must comply with the statutory child-head-staff ratio.

- You can cancel a request for credit hours that has not yet been approved.
- You cannot cancel an approved request (from credit hours or as additional purchase). You will not receive credit hours if you do not use the day anyway.
- Credit hours are child-related.
- If you use more childcare on a particular day than the number of credit hours you have outstanding, you will only receive an invoice for the remaining hours.
- You always cancel your childcare for at least 1 day/part of the day and receive credit hours for this. You cannot cancel for separate hours.

Credit hours when changing or terminating contract:

- If you enter into a new placement agreement for the same type of care with a higher hourly rate, the credit hours from the old placement agreement will expire. If the hourly rate in the new agreement is lower, you will keep the credit hours from the old placement agreement.
- If your child switches from day care to BSO, the credit hours from the day care expire.
- If your child switches locations, the credit hours remain valid (not if you switch childcare types).
- In all other situations, credit hours expire on the day your contract ends.
- You cannot request a refund for unused credit hours.

Article 7: Group merging

Groups may have a different composition, for example during holidays or low occupancy, and children are accommodated in another room or location.

Article 8: Illness

It is often hard to say if a child is 'ill'. An ill child needs specific care and extra attention. A child centre is not equipped to do this, and cannot offer this additional care. If your child gets ill during the stay at the child centre, we will always contact you. We will then decide, in consultation with you, what measures should be taken. The staff of the child centre will decide whether or not your child should be picked up. If your child needs immediate medical care, we will first care for the child. After that, we will contact you.

Little Jungle expressly advises you to have your child vaccinated according to the program of the consultation clinic and the Municipal Health Services. If your child needs to take medication during the care period, we will check with you to see if it fits within the protocol of administering medicine. If that is the case, we will ask you to sign a medicine declaration.

Children cannot come to the child centre, or need to be picked up, if:

- The health of other children is at risk. When it comes to infection hazard, we use the guidelines of the Municipal Health Services (GGD)/RIVM.
- A child is too ill to participate in the day programme.
- The care is too intensive for the pedagogical staff.

If your child is ill and not coming, inform our child centre of this. We would like to know what is going on with your child, so we can notify other parents of any contamination hazards, if necessary.

Article 9: Meeting and settling-in period

Before your child starts, an intake interview takes place. During the intake interview, you inform us about your child's development and agreements are made about the settling-in period.

Article 10: Feeding and care

Food is provided in accordance with the 'feeding' protocol. We request that you bring bottles and bottle-feeding (labelled with your name) yourself. During the intake interview, we will discuss your child's feeding habits in detail. The children's centre provides nappies and food (with the exception of bottle and diet food).

Article 11: Sleeping habits

Children sleep at the children's centre according to the guidelines in our protocols, which take into account your child's safety.

Article 12: Own clothing and toys

Children sleeping at the children's centre bring their own pyjamas (and possibly a pacifier). We also ask you to provide spare clothing, especially if your child is not yet (fully) potty-trained. Please label coats, scarves, etc. with your name or initials.

It is not desirable to give your child his/her own toys, as they may get lost or broken. The children's centre is not responsible for the loss of your child's own toys and clothes.

Article 13: Contact with parents

During bringing and picking up your child, you have the opportunity to exchange information with the pedagogical staff that is present. Your child will be assigned a mentor, who will be your contact person. At least once a year, a parent meeting will take place. If you would like to have an additional meeting at any point in time, you can always make an appointment.

Article 14: Complaint procedure

You can read about our complaints procedure on our website. Little Jungle has an internal complaints procedure whereby we search within our organisation for a solution to a complaint. If you are dissatisfied, we will gladly enter into a dialogue with you to find a solution. There are various ways to express your complaint:

- You can address one of the pedagogical professionals at the children's centre. If he/she is not in a position and/or competent to handle the complaint, the coordinator will handle your complaint.
- You can also address the coordinator directly, for example if you do not wish to discuss your complaint with the pedagogical professional directly involved. The coordinator will be happy to discuss this with you.
- Complaints can be submitted (in writing) to the management. Taking into account the nature of the complaint, the management will respond as soon as possible (and no later than six weeks).

Little Jungle childcare is a member of the Childcare Complaints Desk (Klachtenloket Kinderopvang). Before you can submit a complaint to this body, you must (with a few exceptions) first make it known via the above internal complaints procedure. If this does not have the desired result, you can turn to the Childcare Complaints Desk. Staff at the Complaints Desk will first hear your complaint, and provide you with information and advice.

If you still cannot resolve the matter, you can submit your complaint to the Childcare Disputes Committee (Geschillencommissie Kinderopvang). With this step, your complaint is called a dispute. The Dispute Commission makes its decision within six months, and it is binding on all parties.

Article 15: Liability

Little Jungle accepts no liability, except to the extent that the liability insurance of Little Jungle gives the right to a payment. The above-mentioned liability is therefore limited to the amount paid by the insurer.

Article 16: Inappropriate or improper behaviour

Little Jungle reserves the right to exclude visitors or users from (one of) its locations, or to deny them access (temporarily or otherwise), if Little Jungle deems the behaviour of the person concerned to be inappropriate or improper. In such cases, the (childcare) agreement may be terminated unilaterally.

Article 17: Consent

In the parent portal, you indicate the matters for which you give consent.

Article 18: Privacy

Little Jungle handles your data in a confidential manner and, subject to exceptions laid down by law, make this data available to third parties. This is laid down in the privacy regulations on our website.

Article 19: Safety

The children's centre has its own company emergency plan. We always have at least one company first aid specialist at the child centre.

Article 20: Payment conditions

- During holidays and illness of the child, which is covered by the agreement concluded between the client and Little Jungle, and if the child centre is closed during national holidays as determined in the collective agreement childcare, the agreed upon invoice amount is still owed by the client.
- Payment will be done through direct debit by Little Jungle. Invoices will be sent in the first half of the month prior to the month that the invoice is related to. The invoice date is the 10th of the month. The payment term is 14 days. The direct debit date is the 25th of the month.
- Little Jungle requests her clients to provide an authorisation when concluding the placement agreement, and for the entire duration of the placement agreement.
- In case of default, €45 will be charged.
- Automatic collection of the invoice amount will take place on the 25th of the month. The invoice amount to be collected will consist of the following components:
 - Advance payment of the fixed hours/day parts of the following month and the extra purchased hours/parts of the following month;
 - Subsequent payment of the extra purchased flexible hours/parts of the previous month.
 - Post-payment of hot meal service.
- Little Jungle is authorised to outsource any claim against the buyer and to recover the costs thereof in full from the debtor. The extrajudicial collection costs are 15% over the first €2500, with a minimum of €40.00. Over the next €2500 the collection costs are 10%, over the next €5000 the collection costs are 5%. All this without prejudice to the right to claim performance or dissolution of the placement agreement, with or without full compensation.
- In case of non-timely payment by the buyer, its moratorium or application to that effect, its bankruptcy or application to that effect and/or liquidation of the buyer's company or cessation of business by the buyer, the invoice amount and all that the buyer otherwise owes Little Jungle pursuant to the agreement shall be immediately due and payable and Little Jungle is entitled to dissolve all incompletely executed agreements without judicial intervention by a written statement, or to suspend its obligations, without prejudice to all its other rights, including the right to compensation.

Article 21: Cancellation costs

If the agreement is cancelled, you will be charged a cancellation fee. The amount will be determined based on the moment of cancellation.

Moment of cancellation before start date	Cancellation costs
• More than 3 months • 1 to 3 months • Less than 1 month	• € 50 • € 150 • 100% of the monthly amount

Other conditions for cancellation of the agreement are described in our General Terms and Conditions.

Article 22: General

- It is forbidden to smoke inside of the child centre.
- If the house rules change, you will be informed of this in writing.