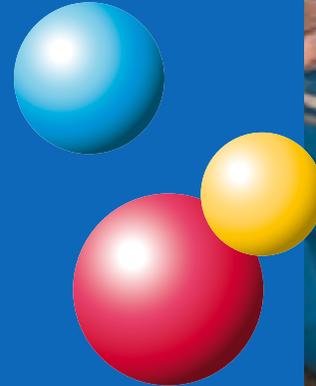
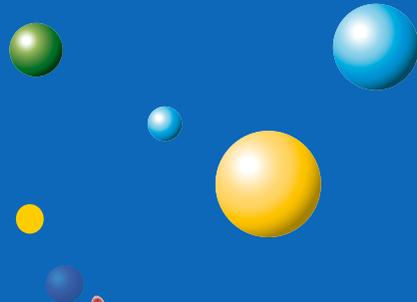


# KindeRdam PackageGuide 2018

## Rotterdam locations

Comprehensive information regarding our childcare packages for nursery, out-of-school care (BSO) and preschool.



Version 1 | December 2017



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You'll also find this PackageGuide in your parents' portal via [www.kindeRdam.nl](http://www.kindeRdam.nl)



# Exploration, discovery, learning through play

For children, playing at their childcare centre is one big journey to discovery. They come to understand the world around them through play: with interaction with their peers, their environment and with the activities that they undertake together. Our childcare specialists give them all the space they need to develop their unique talents. This allows them to discover their strengths and invites them to work toward playful improvement; it develops their self-confidence. Growing a solid foundation, today and for tomorrow.

## 2018 rates

Affordable childcare is, of course, also a priority for parents. We are happy to inform you that our rates for standard 52-week products will remain within the norms as outlined by the Tax Office so that you can profit from the maximum childcare allowance benefit, depending on your personal situation. The hourly rates of our other packages are somewhat higher to allow for custom solutions and extras.

A new development is the Innovation and Childcare Quality Act (Wet Innovatie en Kwaliteit Kinderopvang or IKK). The Ministry of Social Affairs and Employment have set out several quality requirements for childcare centres, which must be implemented in 2018 and 2019. Additional costs will be incurred which will result in an increase of the hourly rate that is slightly higher than last year's increase. The government is aware of this and will reflect this in the fiscal hourly rate.

## Calculate net costs

You'll find more information regarding our packages, 2018 hourly rates and the included extras in this PackageGuide and on our website [www.kindeRdam.nl](http://www.kindeRdam.nl). All of our hourly rates are listed as gross amounts; make use of the handy tool on our website to easily calculate your net costs for your childcare. You can also do this on [www.toeslagen.nl](http://www.toeslagen.nl).

I wish you and your child(ren) a wonderful experience with KindeRdam in 2018!

With warm regards,

Els Maasdam, directing manager KindeRdam



# Extras included

All of our packages include plenty of extras, such as: diapers, sandwich lunches, healthy snacks and drinks, daily fruit, outings, toys and creative materials, out-of-school workshops, care during school closure days and 'BSO Vakantieland' during school holidays.

Our hourly rates also include assistance from our client advisors during your calculation and/or application for the childcare allowance.

## Social enterprise

The wellbeing of children and the enrichment of their development is our primary task. Where necessary and possible, we work together with local and national partners.

KindeRdam does not have any private shareholders. Any profits are reinvested in our childcare centre, such as in the professional advancement of our personnel and, therefore, in the advancement in the overall quality of our childcare services



# Whole and half day packages \*

## 52-week package

€ 7,45 per hour

- Childcare, all year round.
- Exchange of childcare sessions is possible in the month preceding or the month following the planned childcare day\*\*.
- For additional sessions, the same hourly rate applies.

## 48-week package

€ 7,67 per hour

- Childcare, 48 weeks per year.
- You will schedule 4 weeks of absence (full weeks only).
- Exchange of childcare sessions is possible in the month preceding or the month following the planned childcare day\*\*.
- For additional sessions, the same hourly rate applies.

## 40-week package

€ 8,77 per hour

- Childcare, 40 weeks per year. No childcare during the specified holiday periods (see page 5). Exchange of childcare sessions is possible in the month preceding or the month following the planned childcare day\*\*.
- For additional sessions, the same hourly rate applies.
- Childcare fees for the 40-week package are invoiced in 10 months; you will not receive an invoice in July and August. Important: be sure to register your childcare allowance as 'no childcare hours' with the Tax Office during these 2 months!

## Flexible childcare

€ 7,90 per hour

See page 11.

\* Half-day childcare rates: see [www.kindeRdam.nl](http://www.kindeRdam.nl) > Tarieven 2018.

\*\* See exchange regulations, page 8.



# Specified holiday periods for the 40-week package

|                   |                     |
|-------------------|---------------------|
| Christmas         | 01/01 to 05/01/2018 |
| Spring half-term  | 26/02 to 02/03/2018 |
| May half-term     | 30/04 to 11/05/2018 |
| Summer            | 16/07 to 24/08/2018 |
| October half-term | 22/10 to 26/10/2018 |
| Christmas         | 24/12 to 31/12/2018 |



# Out-of-school packages

## 52-week package

€ 6,95 per hour

- Childcare, all year round; also during holiday periods as specified by KindeRdam and on school closure days\*\*.
- Exchange of childcare sessions is possible in the month preceding or the month following the planned childcare day\*.
- For additional sessions (per part-day only, not per hour), the same hourly rate applies.

## 48-week package

€ 7,49 per hour

- Childcare, 48 weeks per year, including school closure days\*\*.
- Within the holiday periods as specified by KindeRdam, you will schedule 4 weeks of absence (full weeks only).
- Exchange of childcare sessions is possible in the month preceding or the month following the planned childcare day\*.
- For additional sessions (per part-day only, not per hour), the same hourly rate applies.
- Illness is not considered absence.

## 40-week package

€ 8,16 per hour

- Childcare, 40 weeks per year, including school closure days\*\*.
- No childcare during the holiday periods as specified by KindeRdam (see page 5).
- Exchange of childcare sessions is possible in the month preceding or the month following the planned childcare day\*.
- Childcare fees are invoiced in 10 months; you will not receive an invoice in July and August.  
**Important:** be sure to register your childcare allowance as 'no childcare hours' with the Tax Office during these 2 months!
- For additional sessions, the same hourly rate applies.

## Flexible childcare

€ 7,85 per hour

See page 11.

\* See exchange regulations, page 8.

\*\* As specified in the school brochure.



# Out-of-school Holiday Package

## 12-week holiday care package

- Childcare during 12 weeks of holiday per year (see below).
- Exchange of days is only possible in the same holiday week(s)\*.

## 8-week holiday care package

- Childcare during 8 weeks of specified holiday weeks per year (see below).
- Exchange of days is only possible in the same holiday week(s)\*.
- Within the holiday periods as specified by KindeRdam, you will schedule 4 weeks of absence (full weeks only).

Holiday Packages only entitle you to childcare during the holiday periods as specified by KindeRdam:

|                         |                     |                          |                     |
|-------------------------|---------------------|--------------------------|---------------------|
| <b>Christmas</b>        | 01/01 to 05/01/2018 | <b>Summer</b>            | 16/07 to 24/08/2018 |
| <b>Spring half-term</b> | 26/02 to 02/03/2018 | <b>October half-term</b> | 22/10 to 26/10/2018 |
| <b>May half-term</b>    | 30/04 to 11/05/2018 | <b>Christmas</b>         | 24/12 to 31/12/2018 |

## School closure days

Should you only have a holiday package without a regular out-of-school package, you do not have childcare on school closure days. Holiday childcare cannot be utilised on these days. You may, however, purchase an additional day. Childcare during school closure days may be organised at an alternate location to that of your child's regular location.

\* See exchange regulations, page 8.



# Exchange regulations for childcare and out-of-school care

If your child is unable to attend, this day may be exchanged. **Advance request** must be submitted to the location. Exchange is a service which we choose to offer parents and is subject to availability. No rights can be derived from this.

## Exchange provisions

- Exchange days expire at the end of each calendar year and per termination of the childcare contract.
- Exchange does not apply to illness. No reduction is issued in the event of illness.
- Exchange days must be indicated/requested at least 48 hours in advance.
- Exchange of childcare sessions is possible in the month preceding or the month following the planned childcare day (see example below).
- Planned exchange days which have not been used (without prior notice) will expire and cannot be compensated. Prior notice may be given up to 48 hours in advance.
- Exchange days only apply to equal products. Short out-of-school care days, for example, may only be exchanged for short out-of-school care days.
- Exchange during out-of-school Holiday Childcare is only possible within the same holiday period.
- Exchange days apply per child and cannot be utilised for siblings.

## Example: exchange in the month preceding the planned childcare day

Your child will be absent in November, and you would like to utilise this day in October.

## Example: exchange in the month following the planned childcare day

Your child will be absent in October, and you would like to utilise this day in November.

In the last months of 2017, many parents had questions regarding the rules applicable to exchange days. In early 2018, we will re-evaluate the provisions in order to incorporate parent feedback and look into whether we can utilise an app to simplify the exchange of days.

Additional time is required to effectively implement these plans. We will inform you once new provisions have been drawn up concerning exchange.



# 2018 out-of-school care (BSO) times

- **Short days:** 2.45pm – 6.30pm (3.75 hours per day).
- **Long days:** 12pm - 6.30pm (6.5 hours per day).
- **For schools that apply a continuous schoolday:** 2pm – 6.30pm (4.5 hours per day). Depending on each class' schedule, Friday may be a long day or a short day.
- **Before-school care (VSO)** is, in principle, only applicable during school weeks (40 weeks) and is 1.5 hours per day.
- Before-school care during holiday periods may be scheduled at an alternate childcare location.
- Childcare during holidays is from 7.30am – 6pm or from 8am – 6.30pm = 10.5 hours.
- **Childcare during school closure days** only applies to your regularly scheduled days. If a school closure day falls on a day on which your child does not attend, you may purchase an additional day. We offer the product School Closure Day with 6.5 hours per session (from 8.30am – 3pm).
- Childcare on school closure days may be scheduled at an alternate location.

The start and end time of your out-of-school care program is outlined in your placement contract.



# Out-of-school care reception time calculation

KindeRdam applies the following guidelines to the calculation of the reception times of our out-of-school care programs:

- For a childcare centre servicing multiple schools, the earliest dismissal time of the schools applies.
- School closure days have been incorporated in the 52-, 48-, and 40-week packages as stipulated in the schools' brochures. The number of school closure days differs per school, however: some schools have more than others. We have two guiding principles surrounding school closure days
  - > We want to offer this childcare without an increased hourly rate (all parents are charged the lowest hourly rate on these days, that of the 52-week package).
  - > We want to uphold an equal rate for all parents, regardless of the number of school closure days.

In order to uphold these guiding principles and to maintain affordable childcare on school closure days, we slightly extend the chargeable reception time for out-of-school care. Because this can result in some confusion amongst parents, we have decided to re-analyse the arrangement to assess whether we can improve the arrangement.

While preparing this PackageGuide, we will discuss a solution which caters to the wishes of all parents. We are assessing whether we can extend parents an amended offer, in addition to the abovementioned calculation, which better aligns with the individual dismissal time and school closure days recorded in the relative school's brochure. We will, therefore, take inventory of the number of school closure days per school and a participation procedure will be initiated via the Parents' Association. We expect to extend further information in early 2018. Until a decision has been reached, the existing calculation procedure will apply.



# Flexible day nursery and out-of-school care

For parents with a varying work schedule, we offer flexible childcare. The following regulations apply:

- In consultation with the Client Advice department, you will purchase a supply of hours. As this hour package has been delegated for you, you will receive an equal monthly invoice.
- Provide your work schedule 2 weeks in advance via email to the Client Advice department (*see contact details on page 12*).
- If you are unable to provide your schedule 2 weeks in advance, your request need to be submitted to the location manager by the Client Advice department.
- Childcare requested with less than 2 weeks advance notice cannot be guaranteed.
- If you report your child as absent with less than 2 weeks' notice, these hours will be deducted from your supply of hours. You will not be reimbursed for this.
- The hour supply for **day care is valid for 3 months**, the hour supply for **out-of-school care is valid for 6 months**. Additional hours will be invoiced retrospectively. Unused hours will expire, no reimbursement will be provided.

## Host parent care

Are you interested in small-scale childcare in a warm, homelike environment or would you rather have a personal childminder in your own home? Our client advisors are happy to inform you of the possibilities of our host parent services. The maximum hourly rate for Host Parent Care that is covered by the Tax Office in 2018 is € 5.91. Host parents are free, however, to determine their own hourly rates.

In addition to the host parent fees, KindeRdam invoices monthly mediation fees: € 52.10 for 1 child | € 78.15 for 2 children | € 98.99 for 3 or more children.



# Preschool group

€ 7,45 per hour

Depending on the family situation and income, parents may qualify for the childcare allowance for preschool. The hourly rate for our preschool groups in Rotterdam are equal to those of the 52-week package for day nursery: € 7.45 per hour.

Opening hours vary per preschool group. You will find these via the website [www.kindeRdam.nl](http://www.kindeRdam.nl).

In addition to the official holidays and the annual KindeRdam development day, the preschool groups are also closed during official school holidays.

## Invoicing

Preschool is invoiced over a 10-month period; the months July and August are not invoiced.

**Important:** be sure to register your childcare allowance as 'no childcare hours' with the Tax Office during these 2 months!

## Municipal cost reimbursement

The municipality of Rotterdam joins KindeRdam in the opinion that the development of pre-schoolers is highly important. This is why all pre-schoolers in Rotterdam are entitled to 6 hours of childcare in an educational preschool setting.

All KindeRdam preschool groups meet this requirement. At [www.kindeRdam.nl](http://www.kindeRdam.nl), you can read more about qualifying for municipal cost reimbursement for childcare.

## Free additional hours for Playing and Learning

Some children need a bit of additional developmental support, such as during language delay. These children are entitled to 6 **additional hours of Extra Playing and Learning** from 2.5 years of age. These hours are paid by the Municipality of Rotterdam and parents will, therefore, not be invoiced.

At your child's appointment with the consultation office (CJG) at 14 and 24 months, the physician or nurse will assess whether your child qualifies for this programme. For more information, visit [www.kindeRdam.nl](http://www.kindeRdam.nl).



# Convenient calculation assistance at [www.kindeRdam.nl](http://www.kindeRdam.nl)

You'll find a comprehensive overview of our rates via [www.kindeRdam.nl](http://www.kindeRdam.nl) under the 'Kosten Kinderopvang' (Childcare Costs). Visit our website to read more about our guiding principles in determining the hourly rates.

## Calculate your net costs using our calculation tool

Our hourly rates are listed as gross prices; in most situations, parents are reimbursed for a portion of these costs via their childcare allowance. Visit [www.kindeRdam.nl](http://www.kindeRdam.nl) for a convenient calculation tool to calculate your net childcare costs. *Click here for the calculation tool.*

## Invoicing

For both full day nursery as well as out-of-school care, you can choose a package including or excluding holiday weeks.

For the full/half day nursery and out-of-school care (BSO) KindeRdam invoices the annual costs in 12 monthly terms. You will, therefore, receive an invoice each month with the same total.

If you have a 40-week package for day care or out-of-school care, or does your child attend preschool, you will be invoices in 10 monthly terms. You will not receive an invoice in the months July and August. Important: be sure to register your childcare allowance as 'no childcare hours' with the Tax Office during these 2 months!



# 2018 closure days

Our childcare centres are open 52 weeks per year, except for official holidays and our annual pedagogic development day. Please note the following days in your agenda:

|                       |  |
|-----------------------|--|
| Wednesday 11 April    | Annual development day for KindeRdam personnel |
| Monday 2 April        | Easter Monday                                  |
| Friday 27 April       | King's Day                                     |
| Thursday 10 May       | Ascension Day                                  |
| Monday 21 May         | Whit Monday                                    |
| Tuesday 25 December   | Christmas                                      |
| Wednesday 26 December | Boxing Day                                     |

In addition to the abovementioned days, preschool groups are also closed during school holiday periods.

No discount applies for closure days. It is also not possible to exchange these days.



# Our client advisors are happy to assist you

The Client Advice department is happy to assist you with matters such as the calculation of your childcare costs or your childcare allowance application.

We prefer email contact with our client advisors; however, telephone contact is also welcome.

## Contact details

Email: [klantadvies@kindeRdam.nl](mailto:klantadvies@kindeRdam.nl)

Telephone 010 44 300 36 (business days from 8.30am to 5pm)

