

Rates
2023



Package Guide KindeRdam

Rotterdam Centre

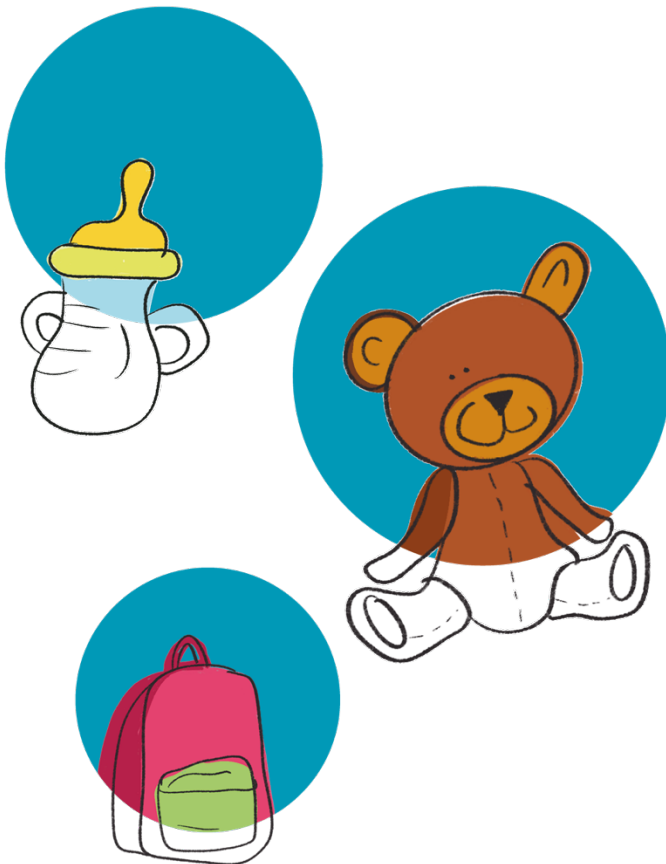


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1. Introduction

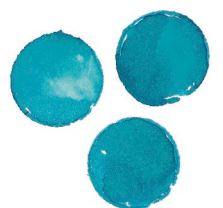
This PackageGuide will provide you with all the information you will need in relation to the various childcare packages and the associated rates. All our packages include nappies, lunch, healthy snacks, drinks, daily fruit, trips, preschool education for two to four year olds, play and craft materials, workshops, care during pre-announced school closure days and the OSC (*BSO Vakantieland*) during the school holidays.

How much will I be paying for childcare?

- How much you will pay for childcare depends on the number of days or hours you need childcare and the location you opt for.
- The rates quoted in this PackageGuide are gross prices. Are you entitled to childcare benefits? Then you will be entitled to a refund for part of the costs from the Tax Authorities. You can calculate your own contribution on toeslagen.nl.
- You can also find more information about childcare benefits on our [website](#).

Some locations have a different PackageGuide

This PackageGuide applies to the locations of KindeRdam Rotterdam Centre. Different packages apply to our other KindeRdam-locations. They therefore have a separate PackageGuide.





2. Daycare

Opening hours

Our daycare centres are open from 07.30 to 18.30 hours as standard. We offer extended care in the morning and/or afternoon at most of our locations. You can find the opening hours of your child's location, or your preferred location, via the [location page](#) on our website.

Locations Mariniershof, Kipstraat, Nieuwstraat, Van Brakelstraat

52 week package

€ 9.89 per hour

Childcare throughout the calendar year, with the exception of public holidays and KindeRdam's annual study day. This is our standard package, at the lowest hourly rate.

Please note: we do not issue refunds if you cancel any sessions.

48 week package

€ 10.19 per hour

Childcare for 48 weeks per calendar year, with the exception of public holidays and KindeRdam's annual study day. If you start or stop this care package during the calendar year, the 4 weeks to be cancelled will be calculated on a pro rata basis.

Please note: you will need to cancel your child's sessions in the parent app at least 4 weeks before your holiday.

40 week package

€ 10.96 per hour

Childcare for 40 weeks per calendar year, no childcare during the holiday weeks set by KindeRdam, public holidays and KindeRdam's annual study day.

Please note: the childcare costs for this package will be invoiced across 12 months, including any period when you're not using the childcare services. You will therefore receive an invoice every month. It's not possible to temporarily cancel only the months of July and August.

Location Groot Handelsgebouw

52 week package Groot Handelsgebouw

€ 10.11 per hour

Childcare throughout the calendar year, with the exception of public holidays and KindeRdam's annual study day. This is our standard package, at the lowest hourly rate.

Please note: we do not issue refunds if you cancel any sessions.

48 week package Groot Handelsgebouw

€ 10.41 per hour

Childcare for 48 weeks per calendar year, with the exception of public holidays and KindeRdam's annual study day. If you start or stop this care package during the calendar year, the 4 weeks to be cancelled will be calculated on a pro rata basis.

Please note: you will need to cancel your child's sessions in the parent app at least 4 weeks before your holiday.



40 week package Groot Handelsgebouw**€ 11.20 per hour**

Childcare for 40 weeks per calendar year, no childcare during the holiday weeks set by KindeRdam, public holidays and KindeRdam's annual study day.

Please note: the childcare costs for this package will be invoiced across 12 months, including any period when you're not using the childcare services. You will therefore receive an invoice every month. It's not possible to temporarily cancel only the months of July and August.

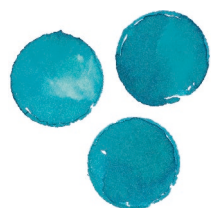
Half-day care

We offer the possibility of half-day care at some of our locations on Wednesdays and Fridays. This is only an option if the location has availability. Do you want to know whether there are options for this type of childcare at your desired location? Then send an email to the Customer Advice department:

klantadvies@kinderdam.nl.

Extra (half) day

Any extra days taken (only per (half) days, not by the hour) will be invoiced separately. Do you not need the extra day after all? Then you can cancel this up to 48 hours in advance. We will charge you for the day (or part of the day) if you cancel within 48 hours of the start of this extra day (or half day).





3. Toddler Care

Opening days, opening times and closing days

The opening hours at the toddler care at Rotterdam Centre locations are from 08:45 to 12:45. In addition to the public holidays and KindeRdam's annual study day, the toddler playgroups are also closed during the holiday weeks set by KindeRdam. Some toddler playgroups are closed on school closing days, which are listed in the school guide. You can enquire about these at the location. You will not be eligible for a refund for days when the toddler playgroup is closed.

Toddler Care

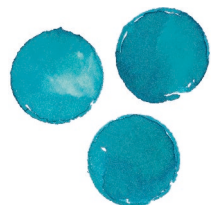
€ 9.12 per hour

Toddler care during school weeks.

Lower parent contribution or no parent contribution in the municipality of Rotterdam

The policy of toddler care is determined per municipality. Do you have a VVE indication, CJG form or form for Extra Play and Learning (*Extra Spelen en Leren*)? Then your child can attend toddler care for extra half-day sessions. For details per location, email the Customer Advice Department:

klantadvies@kinderdam.nl.





4. Out-of-School Care (OSC)

After-School Care (ASC)

ASC opening hours

We refer to the care children receive after school hours and during school weeks as After-School Care (ASC). This care is often also referred to as Out-of-School Care (OSC). Our ASC locations are open from the end of the school day until 18.30 pm as standard. Most of our locations also offer Pre-School Care (PSC) and/or extended care in the afternoon. You can find the opening hours for your child's location, or your preferred location, via the [location page](#) on our website.

52 week package

€ 9.41 per hour

Childcare throughout the calendar year, including during the holidays set by KindeRdam and on school closing days the school has informed us of beforehand and which are listed in the school guide. There will be no childcare on public holidays and on KindeRdam's annual study day.

48 week package

€ 9.85 per hour

Childcare for 48 weeks per calendar year (including 8 weeks of holiday care) and on the school closure days the school has informed us of beforehand and which are listed in the school guide. The 8 holiday weeks will be calculated on a pro rata basis if you start or stop this childcare package at some point during the calendar year.

Please note: you need to register (confirm) or cancel (withdraw) for an upcoming holiday in the parent app at least 4 weeks before each holiday.

40 week package

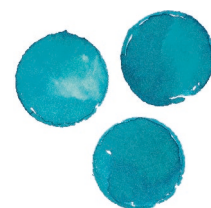
€ 11.01 per hour

Childcare for 40 weeks per calendar year, including on school closure days the school has informed us of beforehand and which are listed in the school guide. You will therefore **not** have access to childcare during the holiday weeks set by KindeRdam.

Please note: the childcare costs for this package will be invoiced across 12 months. You will therefore receive an invoice every month. It is not possible to temporarily only cancel the months of July and August.

Extra (half) day

Booking an extra day (only per (half) day, not per hour) will be invoiced separately. Do you not need the extra day after all? Then you can cancel this up to 48 hours in advance. We will charge you for the day (or part of the day) if you cancel within 48 hours of the start of this extra day (or half day).



Pre-School Care (PSC)

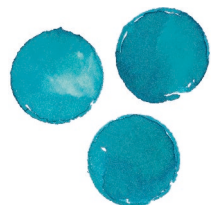
PSC

€ 9.41 per hour

Pre-School Care during school weeks and on school closure days the school has informed us of beforehand and which are listed in the school guide. During the holiday weeks set by KindeRdam, you will therefore **not** have access to childcare from 07:00 am.

The opening hours of your child's current location or your preferred location can be found via the [location page](#) on our website.

Please note: the childcare costs for this package will be invoiced across 12 months. You will therefore receive an invoice every month. It is not possible to temporarily cancel only the months of July and August.





5. Holiday Care without After-School Care

12 week holiday package

€ 9.41 per hour

You can purchase this holiday package for a minimum of 1 year, from the start date of the contract and for a minimum of 2 fixed days per week. You will have access to 12 weeks of childcare during the holiday weeks set by KindeRdam. This package *does not* offer childcare during school closing days.*

8 week holiday package

€ 9.85 per hour

You can purchase this holiday package for a minimum of 1 year, from the start date of the contract and for a minimum of 2 fixed days per week. You will have access to 8 weeks of childcare during the holiday weeks set by KindeRdam. You will need to pay the entire childcare costs amount in advance before the start of this childcare. This package *doesn't* offer childcare during school closure days.*

Please note: you need to register (confirm) or cancel (withdraw) for an upcoming holiday in the parent app at least 4 weeks before each holiday. Registering and cancelling is only possible for entire weeks.

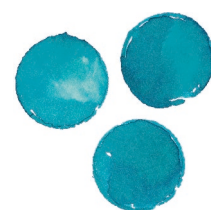
6 week holiday package

€ 10,32 per hour

You can purchase this holiday package for a minimum of 1 year, from the start date of the contract and for a minimum of 2 fixed days per week. You will have access to 6 weeks of childcare during the holiday weeks set by KindeRdam. You will need to pay the entire childcare costs amount in advance before the start of this childcare. This package *does not* offer childcare during school closing days.*

Please note: you need to register (confirm) or cancel (withdraw) for an upcoming holiday in the parent app at least 4 weeks before each holiday. Registering and cancelling is only possible for entire weeks.

* Schools may, at times, extend a holiday with an extra day (either at the beginning or end). If this day (or days) falls outside of the holiday weeks listed in this PackageGuide, this will be classed as a school closing day and not as a holiday.





6. Exchange Service

Children attend day care or out-of-school care on their fixed days. This is important for the stability of the groups, the emotional safety of the children and therefore also for the pedagogical quality of the care we provide.

You have the option of submitting an exchange request if you cannot take one of your childcare days. **Please note: this is a service, no rights can be derived from this!** The exchange will depend on the group's occupancy level, whereby the legally required professional-child ratio (*BKR*) is leading. This unfortunately means it won't always be possible to realise your exchange wish. No extra employee can be deployed for an exchange day.

It is not possible to exchange toddler care days. We apply rules for exchanging childcare and after-school-care days, which gives us a better overview of the occupancy. You can help us by signing your child out in time. This will create more opportunity to exchange days.

The rules are:

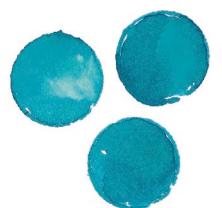
- You will receive exchange hours for a cancelled day for the respective cancelled day. This only applies if the cancellation is processed in Konnect at least 7 days (of 24 hours) before the cancelled day.

For example: you want to deregister your child for a care moment on Friday 30 June, whereby the planned childcare on that day starts at 7.30 am. Do you cancel your child's care moment before Friday 23 June at 7.30 am? Then you will automatically receive and accrue exchange hours for this cancellation. Do you cancel later than 7 days (of 24 hours) in advance? Then you will not accrue exchange hours for this cancellation.

- By cancelling days, you can build up exchange hours per child up to a maximum of 44 hours. When the maximum of 44 hours has not yet been reached, each cancelled day will be supplemented according to the above-mentioned condition. If a day is cancelled while the maximum of 44 hours has been reached, no exchange hours will be accrued for it. The exchange hours will only be supplemented when the maximum of 44 hours has not yet been reached.
- The maximum number of exchange hours of 44 hours applies to both childcare and after-school care.
- When cancelling childcare hours for pre-school care, we work with a maximum of 6 hours per calendar year, according to the applicable rules.
- A cancelled day can be used between 14 days before the cancelled day and until the end of the calendar year.
- The number of accrued hours can be used for any product. A cancelled BSO holiday can once again be used as an after-school care day or school closing day.



- No exchange hours will be accrued when canceling child daycare on school closing days, KindeRdam's study day and public holidays.
- Cancelled hours that have not been used or cannot be used will automatically expire at the end of the placement or at the end of the current calendar year.
- When a child transfers to another type of care, the accumulated exchange hours expire. If your child switches from day care to out-of-school care, you start to accrue exchange hours again.
- Exchange hours are child-specific and cannot be transferred to another child.
- Exchange hours can only be used within your child's own group.
- Exchange hours that have been approved and are still cancelled in time, according to the conditions mentioned above, will be accrued again. This only applies if the cancellation is processed in Konnect at least 7 days (of 24 hours) before the cancelled day.





7. Holiday Weeks and Closing Dates

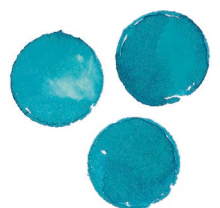
Please see details of the official school holidays below. The toddler playgroups are closed during the holiday weeks set by KindeRdam and on any possible school closure days specified by the school in the school guide. You can enquire about this at your location.

No money will be refunded for the public holidays listed below and KindeRdam's annual study day. You will not be able to exchange these days either.

Christmas Holiday	2nd to 6th January 2023	Summer Holiday	10th July to 18th August 2023
Spring Break	27th February to 3rd March 2023	Autumn Break	16th to 20th October 2023
May Holiday*	24th April to 5th May 2023	Christmas Holiday	27th to 29th December 2023

* **Please note:** the May holiday is made up of 1 week set by the government and 1 week set by KindeRdam. We have opted for this, as most of the schools KindeRdam works with have a 2 week Easter holiday. Does your school have a different holiday schedule? Then please contact our Customer Advice department: klantadvies@kinderdam.nl.

Easter Monday	Monday 10th April 2023	Whit Monday	Monday 29th May 2023
King's Day	Thursday 27th April 2023	Christmas Day	Monday 25th December 2023
Ascension Day	Thursday 18th May 2023	Boxing Day	Tuesday 26th December 2023
KindeRdam Study Day	Friday 27 th October 2023		





8. Calculation of OSC times

The OSC start time is set per school/per group every calendar year. KindeRdam regularly checks in with the schools to find out whether the start times may have changed. We will subsequently incorporate any changes in times in our systems, which will allow us to calculate the new start times.

Continuous schedule or changing to short/long days

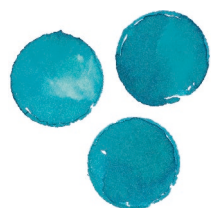
If a school switches to a continuous schedule at the start of a school year or during a school year, or changes to short/long days, the OSC start time will change too. In that case, we will adjust the hours on your invoice at the start of the changed school times.

End of school finishing time changes

If a school changes its finishing time at the start of the school year or during a school year, for example fifteen minutes earlier or later, we will adjust the hours on your invoice from the start of the changed school times.

School closing days

The school closing days have been calculated and included in the annual After-School Care (ASC) hours. An average per day is subsequently calculated for this. You will only pay for the right to a school closure day if you have entered into an agreement with us for that specific weekday.





9. Parent contribution, costs and invoicing

A lower or no parent contribution in the Municipality of Rotterdam

The Municipality of Rotterdam believes it's important for all children in the city aged 2 to 4 years to be given the opportunity to develop as well as possible. Some children are therefore allowed some extra Playing and Learning time. Only children who have received this referral from the CJG are eligible for the extra time. KindeRdam has agreed with the Municipality of Rotterdam that we will give priority to children with an Extra Playing and Learning indication. Please email the Customer Advice department via klantadvies@kinderdam.nl for the details.

Do you use debt counselling services?

Then the Municipality of Rotterdam can offer free childcare or childcare for a lower parental contribution, depending on your personal situation. This only applies to parents who demonstrably make use of debt restructuring based on the Municipal Debt Counselling Act or the Natural Persons Debt Restructuring Act. **Calculate your net costs on toeslagen.nl.**

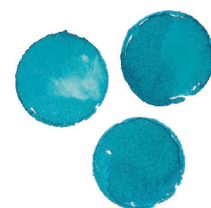
Our hourly rates are gross: in most cases parents will receive some of this back via their childcare allowance. You can easily calculate your net childcare costs on toeslagen.nl. Or download the app via toeslagen.nl.

KindeRdam Invoicing

We will send you our invoice around the 15th of the month.

- Do you have a 40 week package? Then you will receive the same invoice every month: 1/12th of the annual amount. It's not possible to temporarily only cancel the months of July and August. Do you have a 48 week package, a 52 week package or a 12 week holiday package? Then you will receive the same invoice every month: 1/12th of the annual amount.
- You will receive an invoice for 1 year in advance if you only have a holiday package for 6 or 8 weeks. In that case you would need to pay the entire amount in advance.
Please note: you will then need to disperse the childcare benefit application yourself across 12 months.
- Will your child be attending toddler care? Then your annual costs will be invoiced in 10 monthly instalments. You will not be invoiced during the months of July and August.
Please note: don't forget to set your childcare allowance to 'zero childcare hours' with the Tax Authorities in July and August.

Do you have any questions?
Or would you like to get in touch with the Customer Advice department?
Send us an email: klantadvies@kinderdam.nl or call: 010 - 44 300 36.





Disclaimer

The contents of this PackageGuide have been compiled with the greatest care. KindeRdam expressly precludes any liability for inaccuracies and incompleteness. KindeRdam reserves the right to make exceptions to the rules in this PackageGuide in very specific situations, when unforeseen cases and situations arise.

