

Rates
2024



Package *Guide* KindeRdam



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KindeRdam





1. Introduction

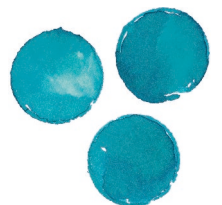
This PackageGuide will provide you with all the information you will need in relation to our various childcare packages and the associated rates. All our packages include nappies, lunch, healthy snacks, drinks, daily fruit, trips, preschool education for two to four year olds, play and craft materials, 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 (Belastingdienst). 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 most KindeRdam locations. Different packages apply to our 6 Rotterdam Centre locations. They therefore have a separate PackageGuide.





2. Daycare

Opening hours

Our daycare centres are open from 07.30 to 18.00 hours as standard. We offer extended care in the morning and/or afternoon at some 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.

52 week package

€ 10.25 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

€ 10.57 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

€ 12.07 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 the months of July and August.

Flexible childcare or half-day care

We offer the possibility of flexible childcare or half-day care at some of our locations on Wednesday and/or Friday. Do you want to know whether there are options for this type of childcare at your desired location? Please send an email to the Customer Advice & Planning department:

klantadvies@kinderdam.nl.

Extra (Half) Day

The use of an additional day (only per half-day, not per hour) is billed separately. Approval of a request for an extra day (half) depends on the occupancy in the group, with the legally required staff-to-child ratio (BKR) being the determining factor. This means that your request may not always be accommodated. If you no longer require the extra day, you can cancel it up to 48 hours in advance. For cancellations within 48 hours prior to the start of the extra day (or half-day), we will charge for the entire day (or half-day).





3. Toddler Care

Opening days, opening times and closure days

The opening times can differ per toddler playgroup. You can find details of this on the [KindeRdam.nl](https://www.kinderdam.nl) website's location page for the relevant toddler playgroup. 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 closure 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.

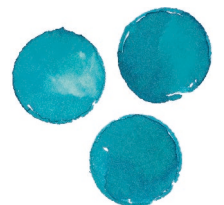
Toddler Care

€ 10.25 per hour

Toddler care during school weeks.

Difference per municipality

The toddler care policy will be determined per municipality. Do you have an Early Childhood Education indication, a Youth & Family Centre form, or a form for Extra Playing and Learning (*Extra Spelen en Leren*)? Then your child can attend toddler care for extra half days. Please email the Customer Advice department for details per location: 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. Some 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

€ 9.12 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.

Please note: With this package, your child is automatically registered for childcare on the contractually specified day(s) during the designated vacation weeks. If your child does not need childcare on that day or those days during the holiday, we kindly ask you to unregister your child via the ParentApp **4 weeks before the start of the vacation.**

48 week package

€ 9.83 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: With this package, your child is **not** automatically registered during the designated vacation weeks on the contractually specified childcare day. At least 4 weeks before each vacation, you must personally confirm (enroll) or retract (withdraw) your child for the upcoming holiday via the ParentApp. If you fail to do so on time, your child will be automatically unenrolled for the vacation weeks, and you won't be able to avail childcare during that period. If you still require childcare, you can request an additional vacation day.

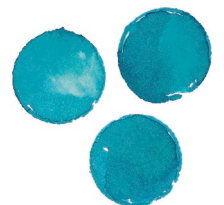
40 week package

€ 10.72 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 cancel the months of July and August.



Flexible childcare

We offer flexible childcare at some of our locations. Do you want to know whether there are options for flexible childcare at your desired location? Then send an email to the Customer Advice department: klantadvies@kinderdam.nl.

Extra (Half) Day

The use of an additional day (only per half-day, not per hour) is billed separately. Approval of a request for an extra day (half) depends on the occupancy in the group, with the legally required staff-to-child ratio (BKR) being the determining factor. This means that your request may not always be accommodated. If you no longer require the extra day, you can cancel it up to 48 hours in advance. For cancellations within 48 hours prior to the start of the extra day (or half-day), we will charge for the entire day (or half-day).

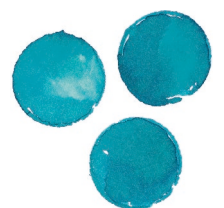
Pre-School Care (PSC)

PSC

€ 9.12 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. 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 cancel the months of July and August.





5. Holiday Care without After-School Care

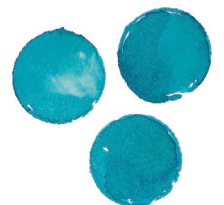
12 week holiday package

€ 9.12 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.

What is a school closing day?

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.

If you are unable to use a childcare day, we offer the possibility to use this childcare day at another time. **Please note: this is a service, and you cannot derive any rights from it!** The exchange is subject to the occupancy in the group, with the legally required staff-to-child ratio (BKR) being decisive. This means that your request for (additional) childcare may, unfortunately, not always be feasible. No extra staff will be assigned for additional childcare.

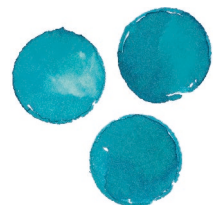
It is not possible to exchange toddler care days. We apply rules for exchanging childcare and after-school-care days, which gives us a better overview of the occupancy. You can help us by signing your child out in time. This will create more opportunity to exchange days.

The rules are:

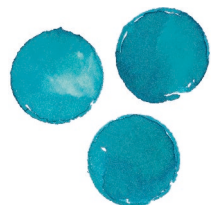
- You will receive exchange hours for a cancelled day for the respective cancelled day. This **only** applies if the cancellation is processed in Konnect (Parent Portal/ParentApp) at least 7 days (of 24 hours) before the start of the cancelled care moment.

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 42 hours per calendar year. When the maximum of 42 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 42 hours has been reached, no exchange hours will be accrued for it. The exchange hours will only be supplemented when the maximum of 42 hours has not yet been reached.
- The maximum number of exchange hours of 42 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 28 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 also be used as an after-school care day or school closing day.



- No exchange hours will be built up when canceling child day care 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.

Vacation weeks 2024

Christmas Holiday	January 2 nd to 7 th	Summer Holiday	July 13 th to Augustus 25 th
Spring Break	February 17 th to 25 th	Autumn Break	26 th October to November 3 rd
May Holiday*	April 27 th to May 12 th	Christmas Holiday	December 21 st to 31 st

* **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 May Holiday. Does your school have a different holiday schedule? Then please contact our Customer Advice department: klantadvies@kinderdam.nl.

Public holidays and study day 2024

New Year's Day	Monday January 1 st	Easter Monday	Monday April 1 st
Ascension Day	Thursday May 9 th	Whit Monday	Monday May 20 th
Christmas Day	Wednesday December 25 th	Boxing Day	Thursday December 26 th

KindeRdam study day	Wednesday June 5 th
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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

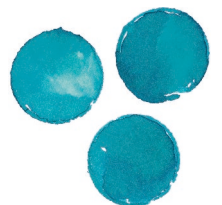
If a school switches to a continuous schedule at the start of a school year or during a school year, or changes to short/long days, the OSC start time will change too. In that case, we will adjust the hours on your invoice at the start of the changed school times.

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 at 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.

Differences per municipality

The toddler care policy is determined per municipality. Do you have an Early Childhood Education indication, a CJG (Youth & Family Centre) form, or a form for Extra Playing and Learning (*Extra Spelen en Leren*)? Then your child can attend toddler care for extra half days. Please email the Customer Advice department for details per location: klantadvies@kinderdam.nl.

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 benefit. You can easily calculate your net childcare costs on toeslagen.nl. Or download the app via toeslagen.nl.

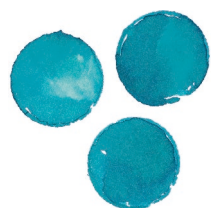
KindeRdam Invoicing

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

- Do you have a 40 week package? Then you will receive the same invoice every month: 1/12th of the annual amount. It is not possible to temporarily 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.
- 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.

