



Temporary KindeRdam Package Guide



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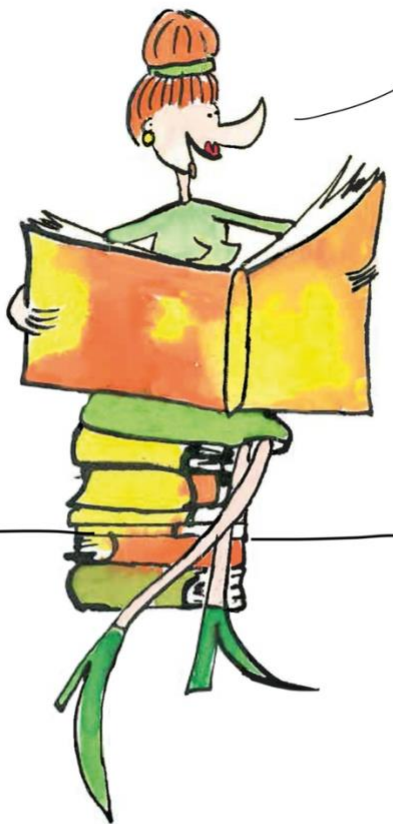
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1. Daycare at KindeRdam



52 week package

€ 8.46 per hour

Childcare throughout the entire 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 will not issue any refunds when you cancel your child's care for (holiday) weeks.

48 week package

€ 8.71 per hour

Childcare for 48 weeks per year.

Please note: you must cancel your child's care in the parent app at least 4 weeks *before* any holiday.

Send an email to our Customer Advice: klantadvies@kinderdam.nl. You will need to cancel your child's care for whole weeks.

40 week package

€ 9.96 per hour

Childcare for 40 weeks of the year, no childcare during the **holiday weeks** set by KindeRdam. The childcare costs for this package are invoiced across 10 months: you will not receive an invoice in July and August.

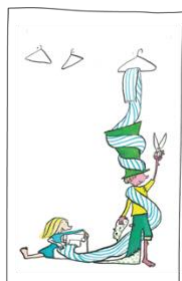
Please note: do not forget to set your childcare allowance in July and August to 'zero childcare hours' with the tax authorities!

Extra (half) day

Any extra days booked (only available per (half) day, not per hour) will be invoiced separately. If you subsequently don't need the extra day, you will have the option of cancelling this up to 48 hours in advance. Please click on the cancel button ('Annuleren') in the parent app to do so. We will still charge you for the (half) day if you cancel within those 48 hours.



2. Out-of-school care at KindeRdam



52 week package

€ 7.27 per hour

Childcare throughout the entire year, also during the **holidays** set by KindeRdam and on school closing days, as stated in the school guide. But with the exception of public holidays and KindeRdam's annual study day.

48 week package

€ 7.83 per hour

Childcare for 48 weeks per year (including 8 weeks of holiday care), also on school closing days, as stated in the school guide.

Please note: you must sign up for or cancel your child's care in the parent app at least 4 weeks *before* any forthcoming holiday. Send an email to our Customer Advice: klantadvies@kinderdam.nl. Signing up for and cancelling your child's care can only be done in whole weeks.

40 week package

€ 8.53 per hour

Childcare for 40 weeks per year, also on school closing days, as stated in the school guide.

You will therefore not be able to enjoy any childcare during the **holiday weeks** set by KindeRdam. The childcare costs will be invoiced across 10 months; you will not receive an invoice in July and August.

Please note: do not forget to set your childcare allowance in July and August to 'zero childcare hours' with the tax authorities.

Pre-school childcare 40 week package

€ 7.27 per hour

Pre-school childcare for the entire year and on school closing days, as stated in the school guide. You will therefore not be able to enjoy any childcare during the holiday weeks set by KindeRdam.

Extra (half) day

Any extra days booked (only available per (half) day, not per hour) will be invoiced separately. If you subsequently don't need the extra day, you will have the option of cancelling this up to 48 hours in advance. Please click on the cancel button ('Annuleren') in the parent app to do so. We will still charge you for the (half) day if you cancel within those 48 hours.



3. Out-of-school holiday care at KindeRdam



12 week holiday package

€ 7.27 per hour

Childcare during 12 **holiday weeks** per calendar year set by KindeRdam.

No childcare during school closing days. *

8 week holiday package

€ 7.83 per hour

Childcare during 8 **holiday weeks** per calendar year, within the holiday weeks set by KindeRdam. Your holiday weeks will be calculated on a pro rata basis if you start the 8 week holiday package later on during the calendar year. No childcare during school closing days. *

Please note: you must sign up for or cancel your child's care in the parent app at least 4 weeks *before* any forthcoming holiday. Send an email to our Customer Advice: klantadvies@kinderdam.nl. Signing up for and cancelling your child's care can only be done in whole weeks.

Cancellation period for holiday packages

The holiday packages are taken out for a minimum of 1 year, from the start date of the contract and can subsequently be cancelled per month.

* Schools may sometimes extend a holiday with an extra day (either before or after). If this day falls outside the holiday weeks stated in this PackageGuide, this will be classed as a school closing day and not a holiday.



4. Toddler care at KindeRdam



Toddler care

€ 8.46 per hour

Toddler care during school weeks.

Opening days, opening times and closing days

The opening times may differ per toddler care facility. You can find this information on the [kinderdam.nl](https://www.kinderdam.nl) website with the relevant toddler care facility. The toddler care facilities are also closed during official [school holidays](#) in addition to official public holidays and KindeRdam's study day. Some toddler care facilities are also closed on school closing days included in the school guide. You can ask for details at your location. You will not receive a refund for any days the toddler care facility is closed.

Difference per municipality

The toddler care policy is determined per municipality. Do you have an Early Childhood Education indication, or an Extra Playing and Learning form? Then your child will be able to enjoy extra half day sessions at the toddler care facility. Please email the Customer Advice department for details per location: klantadvies@kinderdam.nl.



5. The packages available at Het Steigertje



5.1 Daycare at Het Steigertje

52 week package

€ 9.15 per hour

We offer 12 hours or 11 hours of childcare per day. We also offer the option of a half day of childcare on Wednesdays and Fridays. This package is not possible at the Nieuwstraat childcare facility.

52 week package at the Groot Handelsgebouw childcare facility

€ 9.36 per hour

We offer 12 hours or 11 hours of childcare per day. We also offer the option of a half day of childcare on Wednesdays and Fridays.

40 week package at the Nieuwstraat childcare facility

€ 9.15 per hour

We offer 12 hours or 11 hours of childcare per day. We also offer the option of a half day of childcare on Wednesdays and Fridays. No childcare during the school holidays.

Extra half days

€10.18 per hour

Extra half days at the Groot Handelsgebouw childcare facility

€10.39 per hour

Please note: flexible childcare is not available at Het Steigertje's childcare facilities.

5.2 Out-of-school care at Het Steigertje

40 week after-school package

€ 8.70 per hour

This package consists of 4 hours of childcare per day (from the end of school) for all schools, including school closing days. The children can attend during school hours on all 5 days during school closing days.

40 week extra half hour after-school care package

€ 8.70 per hour

Extended care for the Willibrordschool from 18:30 - 19:00 hours.

40 week pre-school childcare package

€ 8.70 per hour

Extra half days

€ 9.74 per hour

Please note: flexible childcare is not available at Het Steigertje's out-of-school care facilities.



5.3 Out-of-school holiday care at Het Steigertje

12 week holiday package

€ 8.70 per hour

During all holidays from 07:00 - 19:00 hours.

6 and 9 week holiday package

€ 8.70 per hour

You can cancel your child's care up to 4 weeks in advance per holiday. The care is provided from 07:00 - 19:00 hours. The care is calculated in whole weeks. The holiday packages are taken out for a minimum of 1 year, from the start date of the contract and can subsequently be cancelled per month.

5.4 Toddler care at Het Steigertje

Toddler care

€ 8.46 per hour

Toddler care during school weeks.

Opening days, opening times and closing days

The opening times at Het Steigertje's toddler care facilities are from 08.45 to 12.45 hours. You can find this information on the website steigertje.nl with the relevant toddler care facility. Some toddler care facilities are also closed during official [school holidays](#) in addition to official public holidays and KindeRdam's study day.



6. Exchange



Children come to the childcare facility or the out-of-school care facility on their fixed days. This is important for the stability of the groups, the children's emotional safety and subsequently also the pedagogical quality of the care provided.

If you cannot use a childcare day, you can cancel it. You will receive exchange points for this, which you can use later. Exchanging days is dependent on the group's occupancy levels, whereby the legally required professional/child ratio will apply. This means your exchange wish may unfortunately not always be realisable. Extra employees can't be used for an exchange day. **Please note: this is a service, no rights can be derived from this.**

We use the following conditions for exchanging days, until the Konnect parent app is available.

- You can exchange days a maximum of 4 times per calendar year. The exchange points expire as soon as the Konnect parent app is available.
- You can exchange via the Flexkids parent app and/or via the parent portal (up to at least 1 week in advance).
- You can only cancel for whole contract days and not for part of the day.
- You can only request an exchange day in the Flexkids parent app.
- The allocated exchange day will expire if it can't be used for whatever reason. So approved exchange days can no longer be cancelled.
- Exchanges are only possible within the child's own group.
- Approval of an exchange day is done by an employee from the group.
- No additional exchange points can be purchased.

Days/contracts not covered by the exchange service

- Holidays.
- The annual KindeRdam Study Day.
- School closing days.
- Flexible care.
- Toddler care.



Contract change, contract termination and exchange

- Any unused exchange days will expire upon termination of the contract. You will not receive a refund for any unused exchange days.
- When changing the type of childcare, the accrued points expire.
- When changing locations within the same childcare type, you can take your exchange points with you.
- Exchange days are specific to children and can therefore not be transferred across to another child.
- Exchanging 8 points to a school closing day, is not possible.

Required points per childcare

Daycare

Half a day	1 point
A whole day	2 points

Out-of-school care

Pre-school care (VSO)	1 point
After-school care (NSO) short	3 point
After-school care continuous schedule	4 points
After-school care (NSO) long	5 points
Out-of-school holiday care	8 points



7. Flexible care

€ 8.97 per hour for daycare

€ 8.21 per hour for out-of-school care



We offer flexible care at a number of our locations. However, this is only possible if the occupancy levels allow for this.

We have implemented the following conditions for flexible care.

- You can purchase a fixed number of stock hours in consultation with the Customer Advice department. You will receive the same invoice every month, as these stock hours have been created for you.
- The minimum purchase within your contract is an average of 1 day per week. So a minimum total of 40 days a year.
- You need to inform the Customer Advice department by email at least 2 weeks in advance of which days your child will be attending the care facility: klantadvies@kinderdam.nl.
- Your request will be submitted to the location manager by the Customer Advice department if you provide details of the days less than 2 weeks in advance. He or she will check to see whether there is space. Care which is requested less than 2 weeks before the care date cannot be guaranteed.
- The approved hours will be deducted from your stock if you cancel less than 2 weeks in advance. You will not receive a refund for this.
- The stock hours for both daycare and out-of-school care are valid for one calendar year.
- Any excess number of hours will be charged afterwards. Unused hours will expire. You will not receive a refund for these on your invoice. The same applies when you terminate the contract.
- If you would like to change your contract and start purchasing fewer hours, you can request this from the Customer Advice department by email: klantadvies@kinderdam.nl.
- **Please note:** flexible care does not offer the option of exchanging days!



8. Holiday weeks and closing days



You can find the official school holidays listed below. The toddler care facilities are closed during school holidays and any possible school closing days mentioned in the school guide. You can ask for details at your location.

No refunds will be issued for public holidays and KindeRdam's study day. It's also not possible to exchange these days.

Christmas holiday	January 1 – 3, 2021	Summer holiday	July 17 – August 29, 2021
Spring half-term holiday	February 20 – 28, 2021	Autumn half-term holiday	October 16 – 24, 2021
May vacation *	May 1 – 16, 2021	Christmas holiday	December 25 – 31, 2021

* **Please note:** one week of the May vacation has been set by the government and 1 week by KindeRdam. We have opted for this as most schools KindeRdam works with have a 2 week May vacation. Please contact our Customer Advice department if your school has a different holiday schedule: klantadvies@kinderdam.nl.

New Year's Day	Friday January 1 st 2021	King's Day	Tuesday April 27 th 2021
KindeRdam Study Day *		Ascension Day	Thursday May 13 th 2021
Easter Monday	Monday April 5 th 2021	Whit Monday	Monday May 24 th 2021

* **Please note:** this date has not yet been set as a result of the corona measures. We will confirm this date as soon as possible.



9. Calculation of starting times



The out-of-school care starting time is determined per school/group per calendar year. KindeRdam will contact the schools in September 2021 to ascertain whether the starting times have changed. Any possible changes to the times will subsequently be incorporated in our systems, making sure we can start calculating the new start times with effect from January 2022.

Continuous schedule or short/long changes

If a school changes over to a continuous schedule at the start of the 2021-2022 academic year, the out-of-school care start time will change too. In that case we would change the hours on your invoice with effect from September 2021 (at the start of the new academic year).

End of school time changes

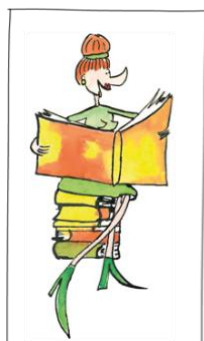
If a school changes the end of school time at the start of the 2020-2021 academic year, for example 15 minutes earlier or later, we will also change the hours on your invoice from January 2021.

Out-of-school care package at Het Steigertje

The out-of-school care will always consist of 4 hours per day (from the end of the school day) for Het Steigertje's out-of-school care packages for all schools. The children can attend during school hours on all 5 days during school closing days. You can purchase an extra half hour, from 18:30 - 19:00 hours, at Willibrordschool.



10. Parent contribution, costs and invoicing



Daycare and toddler care in the municipality of Rotterdam

The municipality of Rotterdam thinks the development of young children is very important.

- Depending on your situation, you may qualify for a lower parental contribution for the care of your child (in daycare or toddler care).
- Or your child may be entitled to (partly) free hours of Extra Playing and Learning.
- Parents in debt rescheduling may be able to make use of the Equal Opportunities scheme.

You can read about when you will be eligible for a lower contribution, free hours or hours of Extra Playing and Learning on [kinderdam.nl](https://www.kinderdam.nl).

Calculate your net costs on toeslagen.nl

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

KindeRdam invoicing

KindeRdam invoices the annual costs in 10 or 12 monthly instalments. We will send you the invoice around the 15th of the month.

- You will receive the same invoice every month if you have a 48 week package, a 52 week package or a Holiday package: 1/12th of the annual amount.
- If you have a 40 week package, or your child attends toddler care, the annual costs will be invoiced in 10 monthly instalments. You will not receive an invoice during the months of July and August. **Please note:** do not forget to set your childcare allowance in July and August to 'zero childcare hours' with the tax authorities!

Het Steigertje invoicing

Het Steigertje invoices the annual costs in 12 monthly instalments. We will send you the invoice around the 15th of the month.

- You will receive the same invoice every month: 1/12th of the annual amount.

School closing days

The school closing days are calculated in the annual after-school care hours. An average per day is subsequently calculated.

Please note: children with an after-school package from Het Steigertje can attend on all 5 days during school closing days outside of the holidays.



Direct debit

KindeRdam offers the option of setting up a direct debit. We will then deduct the invoice amount from your account around the 26th of the month. That means you won't need to worry about it yourself. Would you like to benefit from the convenience of a direct debit? Then get in touch with our accounts receivable department:

Email: debiteuren@kinderdam.nl

Telephone: 010 - 44 300 31

Do you have any questions, or would you like to
get in touch with the Customer Advice department?
Then go to [kinderdam.nl](https://www.kinderdam.nl)



Disclaimer

The contents of this PackageGuide have been put together with the greatest of care. KindeRdam explicitly refutes any liability where inaccuracies and incompleteness are concerned. KindeRdam reserves the right to make exceptions to the rules in this PackageGuide in very specific situations which these rules do not provide for.

