



Parent app rules - Out-of-school care

Reporting absence: Under 'My child' in the parent app, you can unregister your child via 'Report absence' (top). If you unregister your child during school term before 13:30 via the app, you will receive a credit for this (Compensation for absence). After 13:30 you can no longer unsubscribe your child via the app. You need to call the pedagogical team or send them a message.

Note: If you unregister after 13.30, you will no longer receive credit for that day of absence.

Requesting an extra day: If you need an extra day of childcare, you can request this via 'Agenda' in the parent app. You can request an extra day by clicking on the notepad icon at the top right of the screen. If you don't have enough credit to pay for the extra day, it will be invoiced to you separately. This is also stated clearly in the request under Invoicing: billing.

Note: You need to request non-school days no later than 14 days in advance. We cannot guarantee placement for any extra days requested. Availability and the applicable laws and regulations will determine if your request is approved by the childcare centre.

Cancelling extra care: if you need to cancel an approved extra day that you requested for your child, go to the 'Agenda' and click on the day in question to cancel the request. You can cancel an extra day without incurring costs up to 7 days prior to the day in question. If you cancel the extra day after this time, the credit used will expire, or the day will still be invoiced. This is unfortunately necessary due to the planned deployment of staff and the reservations we make for activities.

Credits: You can see your credits under 'Other' in the parent app. Later in these instructions you can read more about the different credits you have. In general, the following applies: your credits expire automatically at the end of the calendar year and also in the event of premature termination of your care contract. There is no entitlement to refunds. Credits can also not be transferred to any brothers or sisters. Our childcare centres are closed on Dutch national holidays. You will not receive any credit for these days. Credit is per hour of childcare.

Care credit as a result of absence: If you unregister your child via the app during school term before 13:00, you will receive a credit for this (compensation for absence). This credit has a maximum of 45 hours per calendar year for out-of-school care. Once you have used this credit for an extra day, the remaining maximum credit you can accrue will be adjusted accordingly i.e. it does not go back up to the annual limit. After you have unregistered your child, you can use the credit for 30 days before the cancelled day, up to the end of the calendar year. Unused care credit expires immediately at the end of the calendar year and also in the event of premature termination of the care contract. There is no entitlement to a refund.

You can use this credit for extra childcare during school term, school closing days and/or during holiday weeks. You cannot transfer the credit accrued for child day care to out-of-school care.

Care credit with Plus Package/Total Package: With an Out-of-school care Plus Package (46 weeks) or Out-of-school care Total Package (52 weeks), you receive extra hours of care per calendar year. This is your care credit (in hours). This care credit is per child. You can use this care credit to apply for holidays or non-school days. You can indicate when you need care during school holidays or on non-school days. With the Out-of-school care Total Package, you can also use this care credit for extra care during school term.

Note: You need to apply for holiday care and care during non-school days at least two weeks before the start of the school holiday/non-school day in question. If you request care at a later date, we cannot guarantee that placement will be possible, not even if it is on a day on which your child normally has childcare during school term.

Note: If you have not registered your child for holiday care or care during a non-school day, we will not expect your child. If you have registered your child, but want to cancel that day, you can do this without incurring any cost or loss of credit up to 7 days in advance. If you cancel less than 7 days in advance, the credit used will expire. This is due to the planned deployment of staff and reservations we need to make for activities.

Out-of-school care Total (52 weeks):

With a care contract for 52 weeks per calendar year, you are entitled to 12 weeks holiday care. At a BSO Total package (52 weeks) you will get an annual care credit. This care credit equals the number of holiday weeks and is based on the number of your usual care days per week. You can use this care credit for care during school holidays and on non-school days. You can apply for the holiday weeks and the non-school days for your child in advance via the Parent App.