

Additional Placement & Payment Terms and Conditions Out of School Care

June 2021



PAYMENT OF FEES

Payment Method

I confirm that I have read the current childcare fee schedule and agree to pay all the relevant fees and charges.

I understand that:

- The fees are reviewed on an annual basis and are therefore subject to change whilst my child attends Zein Childcare.
- The invoices are sent on a monthly basis, covering the upcoming month of care.
- For the invoicing, the yearly total of childcare hours included in the selected package are divided evenly across a 12-month period for out of school care – resulting in 12 invoices per year, each reflecting the same monthly amount.
- I am responsible for paying the outstanding amount for the upcoming month in full, no later than the end of the month prior.
- The preferred payment method is direct debit
 - Should I choose direct debit, I understand that my bank account will be debited automatically around the 23rd of each month, to cover the coming monthly period. The Direct Debit will be made by Zein Child Care Group B.V. under bank account number: NL57ABNA0523871023

Non-payment of Invoices / Direct Debit Refusals

- **Direct Debit** - All invoices must be paid in full at the time of presentation to the bank. If there are not sufficient funds to complete the payment, some banks will automatically try to deduct the money again 2 days later. If funds are still not available Zein Childcare will send out a notice to settle the account within 5 working days.
- **Other payment method** – In case Direct Debit is not approved, timely payment is to be ensured by the client themselves. The invoices are sent on a monthly basis, covering the upcoming month of care. Clients are responsible for paying the outstanding amount for the upcoming month in full, no later than the end of the month prior. If Zein Childcare has not received payment in full by the end of the month a notice will go out to settle the account within 5 working days.

In the case where payment is not received within 5 working days, a second reminder will be sent giving a final payment deadline and notice that interest will start to be charged over the outstanding amount from the first day when payment was due.

I understand that:

- In the case that Zein Childcare has not received full payment by the first working day of the next month, the matter will be handed over to a debt collection agency. As a client, I will be liable for the extra costs.
- If I am experiencing temporary financial problems, I am obligated to contact Zein Childcare as soon as possible to arrange a payment plan of 6 monthly instalments (or less if possible).

Additional Placement & Payment Terms and Conditions Out of School Care

June 2021



- If Zein Childcare terminates the contract due to non-payment, all outstanding payments must be completed one month prior to the last month of care.

CHANGING OR TERMINATING THE PLACEMENT CONTRACT BY CLIENTS

Cancellation Fee

- I understand that once a placement contract has been signed and returned it is legally binding. Should I decide to cancel the place up to a month before the agreed start date, I will be liable for a €100 cancellation fee. If my cancellation is made less than one month before the actual starting date I will be liable to the first month's fee in lieu of notice.

Terminating your Placement Contract

- I am aware that in order to terminate the placement contract one month's written notice must be given. The notice must be sent to Zein Childcare who will, in turn, send a confirmation of termination. Full payment according to the contract is due during the notice period.

Changing your Placement Contract (long term)

- I am aware that requests for long term changes in the placement contract have to be made in writing to Zein Childcare. In cases where a reduction in care is requested, a 1 month notice period is required as per the point above. In cases where additional care is requested, Zein Childcare will aim to respond to the change as quickly as possible.

Changes to placement contracts will be confirmed in writing and a new contract will be issued by Zein Childcare indicating the changes. Changes to the contract will only come into effect when the new contract has been signed and returned to Zein Childcare.

TERMINATING THE PLACEMENT CONTRACT BY ZEIN CHILDCARE

Zein Childcare, as the service provider, is authorized to terminate the Agreement on the following grounds which are in line with the Brancheorganisatie Kinderopvang guideline.

- a. the child requires additional care due to sickness, very severe allergies or otherwise beyond the capabilities of Zein
- b. the situation where the client has failed to comply with his/her payment obligation for a period of one month
- c. when challenging situations with child and or parents becomes unmanageable and trust is broken
- d. the specific ongoing care situations of the child disproportionately encumbers or hinders normal care of the other children
- e. the child and/or the parent represent a risk or threat to the mental and/or physical health or safety of others after having been informed through teachers updates and warned of these consequences by the managing personnel
- f. repeated physical/mental torture of teachers by child/or the parents for which discussions and a warning has not changed

Additional Placement & Payment Terms and Conditions Out of School Care

June 2021



- g. a commercial necessity that jeopardizes the continuity of the location where the child has been placed
- h. other than as a result of expiry of the stipulated term and other than as a result of notice of termination the Agreement comes to an end with immediate effect in case of an unfortunate death of the child.

In case a warning, in the given circumstances, can within reason not be expected of Zein Childcare, the contract will end with immediate effect without a warning.

In these cases, termination would take place immediately by means of a written notice by Zein Childcare. It is at Zein Childcare's discretion whether it observes a notice period of one month.

During the notice period the payment obligation of the client continues. The notice period takes effect from the day the notice is issued or on the date stipulated on the notice issued.

ATTENDANCE

Ad-hoc Requests for Extra Days

As long as availability and staffing allow, it is possible to request extra day(s) on an ad-hoc basis. The request for additional day(s) is to be made with the office or via Zein's parent portal/app and, when confirmed, will be invoiced accordingly.

Switching of Days

It is possible to switch days, availability permitting, within two weeks from when the request was made, **within the same service area only** (*after school care days can be swapped for after school care days with similar hours, and holiday camp days can be swapped for holiday camp days only*). The switching of days is to be arranged via Zein Childcare's parent portal/app.

Absence and Holidays

Payment for days on which a child has not attended childcare – be that for sickness or holidays – is never reimbursed. Additionally, there is no reimbursement for official public holidays when the childcare location is closed.

Early Dismissals

After School Care can be attended for additional hours during the early dismissal days of the school. This service is available for all children but does not cover early finish times due to the child's induction period at school.

GENERAL PROCEDURES

Drop-off and Pick-up

After School Care children join Zein Childcare at the end of the school day – depending on the location, the children are picked up by the teachers and/or by coach driver. Drop-off for holiday camps is between 08:00-09:00 and pick-up for after school and holiday care is between 17:00-18:30.

Additional Placement & Payment Terms and Conditions Out of School Care

June 2021



I am aware that:

- I should not arrive later than 18:20 for pick-up in order to enable the teacher to provide an adequate update on my child's day as well as allow for comfortable time to prepare for departure.
- If I want to drop-off or pick-up at a different time during holiday camps, I need to inform the office in advance due to the possibility of the groups being away on a fieldtrip.

Change of Arrangements

- I accept that, due to safety reasons, no one is allowed to pick up my child without my prior notification to the office manager by phone or email. Parental consent must be provided with a completed copy of Zein's official pick-up consent form.

Transportation

Any transportation is done by an experienced bus company. The bus company adheres to strict safety rules.

Welcome Pack

After signing the placement contract, and before your child's start at Zein, you will receive our Zein Welcome Pack. The pack will provide you with helpful practical information on how we run things at our out of school care. Please, do take a moment to also read this Welcome Pack thoroughly just before your child starts at out of school care as it contains vital information to help make your child's start at Zein Childcare as hassle free as possible - for both you and them.

ILLNESS AND MEDICAL SITUATIONS

Illness

Zein Childcare cannot provide care for sick children for the following reasons:

1. The protection of other children from transmittable diseases.
 2. The comfort and safety of the child who is ill.
 3. The capacity of the center to look after a sick child.
- I understand that my child should be kept at home when feeling ill and I realize that if my child develops a temperature, or becomes sick whilst attending childcare, I am responsible to pick my child up as soon as possible.

Accident and Emergency Protocol

Zein Childcare has designed a protocol which the teachers follow in case of an accident or medical emergency.

- I understand that, if the need to take my child to the hospital arises, this will be done by a teacher either by taxi or ambulance. I appreciate that I will be contacted at the earliest convenience and that one of the teachers will stay with my child until I arrive at the hospital.

Additional Placement & Payment Terms and Conditions Out of School Care

June 2021



Medication

If a child is on a medication which you need to be administered by a teacher while the child is attending, this needs to be discussed with the office manager first, and a medication form needs to be filled and signed by the parent for each different medication to be administered.

- I understand that none of Zein Childcare staff will administer my child's medication without having received a completed medication form.
- I understand that the Zein Childcare staff will **only** administer medications prescribed by a doctor.

Allergies and On-going Medical Situations

- I realize the importance of informing the out of school care office and the teachers of any allergies or ongoing medical situations that my child has. This information is **not** shared with Zein Childcare by your child's school.
- I understand that Zein Childcare will do the best they care to prevent risky situations related to allergies. However, in case of a very severe or extreme allergy, Zein Childcare cannot guarantee absolutely allergy-safe environment, since Zein Childcare cannot control what all persons entering the building of Zein Childcare bring with them.

INFORMATION SHARING

Parent and Child Information

- I realize the importance of keeping the Zein Childcare office up to date with important contact details such as address, phone number, emergency numbers etc. and I will update the office accordingly whenever any of my contact details change.

HIRING OF PERSONNEL OF ZEIN CHILDCARE

- I understand it is prohibited to hire Zein Childcare personnel (e.g. to hire a nanny to babysit) during the term of the contract or within an 18-month period after the contract has ended. Not privately or as a business.
- I will forfeit an immediately payable fine of € 2500 plus an amount of € 500 for each additional violation of this article.
- I realize Zein Childcare is not bound by agreements made between me and personnel, unless these agreements are confirmed by Zein Childcare.