**The most important points of the regulations for Daycare and Before and After school care 2022**

**Our services**

* Every child has a mentor. Before the start of the childcare, you will be told the name of your child's mentor. You can also see who your child's mentor is in the KOZV app.
* Diapers are provided by KOZV and are included in the price. For bottle feeding you must provide your own feeding bottles and milk powder. If you bring breast milk, please do not forget to put the name on the bottle.
* At lunchtime the children will get a bread meal. If your child follows a diet, you must provide the necessary information yourself and inform the pedagogical staff about this. If you use extended opening hours, a healthy snack or a baby jar of food is offered.
* We offer hot meals at all locations. You can purchase these with strip tickets. Meals are served around 17.00. For hygienic reasons, we ask you not to give your child home-cooked hot meals.
* We assume that children who visit our daycare facilities will have had breakfast at home in the morning. At the out-of-school care, children who are present before 7.40 am during school weeks will get breakfast. This service will be extended to 8.00 am during Holiday childcare.

The breakfast service is free of charge and is offered in all Before school care locations. Breakfast at the nursery is possible in consultation with the group.

* At KOZV we are in favor of healthy treats. We ask you to take this into account at birthdays and parties. Our pedagogical staff will be happy to advise you.

**Exchanging sessions and extra sessions**

* In the case of before- and after- school care and daycare, it is possible to exchange unused sessions within the calendar year, if the group size allows this, in accordance with the protocol for exchanging sessions. At the end of the calendar year, the unused sessions will lapse.

Exchanged sessions can only be scheduled once. Exchange credit can be used between siblings. You can indicate this to the pedagogical staff of the group. Please take into account processing time of one week. For flexible credit, exchanging between siblings is not possible.

* It is possible to purchase extra sessions or extended care for a fee. This must be requested at least 1 week in advance. Subsequent applications are assessed on the basis of the group’s size and available staff. The pedagogical staff will assess whether this is possible. Extra sessions will be settled via the invoice. For the purchase of extended care, credit can be purchased at customer services. It is also possible to include extended care in the contract.

**Opening hours**

* At our Childcare Centers a day consists of two half-days. Each half-day consists of five hours and fifteen minutes. The morning session is from 7.30 to 12.45 and the afternoon session is from 12.45 to 18.00. The opening hours of the Childcare Centers are: Monday to Friday from 07:30 to 18:00.   
  It is possible to buy shorter sessions.
* The Before and After School care is open during school weeks.

Opening hours Before and After School Care, during school weeks Monday to Friday:

Pre-school care: 07.30 up to the starting time of the school.

After school care short (Monday afternoon, Tuesday afternoon, Thursday afternoon and if applicable also Friday afternoon: from the end of school until 18:00.

After school care long (Wednesday afternoon and if applicable also Friday afternoon: end of school time until 18:00. In long-term After school care, it is possible to buy shorter day sessions.

Lunch (Wednesday afternoon, Friday afternoon): end of school time until 13.30. With continuous schedules, it is not possible to buy shorter day sessions.

Not all Before and After School care locations are open all parts of the day.

* Opening hours Before and After School care during holiday weeks: Monday to Friday from 07:30 to 18:00. The morning session is from 07.30 to 13.15 and the afternoon session from 12.15 to 18.00.   
  In Holiday care, it is possible to purchase shorter sessions.

Holiday care can take place in a different Childcare Centre than your own.

* Opening hours extended daycare and After school care: 06.30 – 07.30 and from 18.00 to 18.30.

Extended care is possible on request. An additional fee will be charged for extended care. For the purchase of extended care, credit can be purchased at customer services. It is also possible to have extended care included in the contract.   
Shortened sessions last three hours and can be taken separately or in two connecting blocks. It is also possible to purchase a shortened session prior to or after an ordinary part of the day.

* The Childcare Centre and the Before and After school care are closed on generally recognized Christian holidays and 1x per 5 years on May 5. There is no refund or possibility to exchange these holidays with the exception of Easter Monday and Ascension Day. These two days can be exchanged.   
  One day per year, to be determined by the management, the Daycare Centers and the Before and After school care are closed. The date will be announced no later than two months prior to the day. Sessions reserved for that day can either be refunded or taken up on another date within a period of 3 months. On this day, emergency care is possible through the childminder agency.

**Delivery and pick-up**

* If someone other than the parent/carer comes to pick up your child, please pass on the name of the person and the time to the pedagogical staff. Otherwise, the pedagogical staff will not allow your child to go with third parties.
* If the drop-off and pick-up times are exceeded by 3 times, costs will be charged for this. During the regular opening hours, the parents/guardians must adjust the agreement. Outside the regular opening hours, you must purchase extended care after exceeding 3 times.

If your child is allowed to come from school to After School care independently and/or can go home independently from After School care, you must complete and sign a consent form. The consent form can be found in the KOZV app.

**Signing out**

* If your child does not come to the nursery, you should preferably indicate this in the parent portal one day in advance and at the latest before 08:00 in the morning. In case of late cancellation, the reserved session cannot be exchanged.
* For Before and After School care, we ask you to sign out at least 24 hours in advance during school weeks and for care on Mondays before 5pm on Friday. During holiday weeks you must cancel at least 1 week in advance. In case of late cancellation, the reserved session may not be exchanged and any taxi costs will be charged.
* Saturday care is offered at some locations. For Saturday care you must cancel at least 1 week in advance. In case of late cancellation, the reserved part of the day may not be exchanged.
* If your child has not been signed out and is not yet present at the nursery by 9.30am, the pedagogical staff will contact you by telephone via the telephone number(s) you provided. Even if your child does not show up at the Before and After School care, the pedagogical staff will contact you by telephone.

**Changing and terminating contracts**

* It is possible to change sessions on the1st and 16th of the month. The change must be requested at least 1 month in advance from KOZV customer services department. If the change concerns an extension of the number of sessions, KOZV can agree to have the change take effect earlier if possible.
* The parties can terminate the agreement with due observance of a notice period of one month. Cancellation must be made in writing / by email.