

## FAQs

Dear Parent,

Please find below all information about the After School Club at the Schoolstraat. Should you have any questions, do not hesitate to contact us at +31 (0)70 514 67 38.

### ***Address***

Zo International Childcare  
Schoolstraat 76  
2242 KG Wassenaar

At this location only after school care is provided for children attending primary school. Sometimes like on Friday there is a small group at the After School Club, so the children will play at the Hallekensstraat.

## **1. Information about your child's care**

### **Which group will my child be in?**

There is a legal restriction of 40 children. We offer the following vertical groups.

### ***After school club***

- Red group :20 kids
- Black group: 20 kids

### What does a group's daily routine consist of?

Children feel emotionally safe and secure when their daily routine has a clear structure. Familiar routines and rituals give children room to develop and explore the world.



### ***After school care daily programme***

14:00 - 15:45	Children arrive from different schools in Wassenaar and The Hague
15:00 - 16:20	Free play time
16:30 - 17:00	Dinner
17:00 - 18:00	Homework/free play time
18:00 - 19:00	Pick-up time

On Wednesdays, the children arrive earlier (the time depends on the school) and we provide a warm lunch and additional activities.

### ***School holidays daily programme***

7:30 - 9:00	Arrival and free play time
9:15 - 9:30	Snack
9:30 - 10:00	Leave for field trip
12:30 - 13:00	Lunch
13:15 - 14:00	Quiet activities/relaxation time
14:00 - 16:20	Free play time, mainly outside
16:30 - 17:30	Dinner
17:30 - 18:00	Free play time
18:00 - 19:00	Pick-up time

Because the School has very limited outdoor possibilities, we try to play outside every day. Our activities programme reflects a firm commitment to positive encouragement, effective child development and a pioneering spirit.

### ***Summer Camp***

This summer, we shall also be offering a summer camp with all kinds of fun and challenging activities. The summer camp will be mostly outside the Schoolstraat location, because the outside area is so small.

### ***What about snacks and dinner?***

As Zo International Childcare wants children to grow into healthy adults, we have a healthy food policy based on fewer sweets, less salt and lots of variety. We include fresh fruits, snacks, lunch with bread and bottles containing milk (special milk is available for children with allergies when required). Children can drink tea and water with mint or lemon (if desired) during the day.

Warm meals are to be provided once a day in the after school club (on Wednesday twice a day).

9:30 (holiday)	Fruit: banana and apple combined with seasonal fruits
11:30 - 12:00 (Wednesday)	Warm meal
16:00	Warm meal



### What is your pedagogical vision?

It is important that children see familiar faces each day, so every group is allocated specific childcare professionals. Our vision is based on an international oriented educational programme: you can find this in our Educational plan. Please find the plan for the After School Care on our website. At this international centre, the language spoken is English.

### What happens if my child becomes sick during the day?

Our top priority is your child's wellbeing. When your child is not feeling well, a member of staff will contact you to discuss what should be done.

### Can I call my child during the day?

During the day, you can call the centre and enquire about your child. Erna's mobile is +31 (0)6 111 73 071.

## **2. Information for you as a parent**

### What are the prices for 2018?

You will find the prices for 2018 [here](#). All prices include the following:

- food (high-quality brands, including special dietary items for allergies)
- fun outdoor activities, during school weeks including transport to and from these activities
- transport from school to the location at the Schoolstraat.

Prices exclude transport during holidays from home to the Schoolstraat and vice-versa and day trips during holidays.

We can collect children from the following schools for the after school club:

- The American School of The Hague (ASH) and Early Childhood Centre (ECC)
- The European School The Hague (ESH)
- Lycée Francais Vincent van Gogh
- HSV at the Van Nijenrodestraat
- Montessorischool, Wassenaar (except group 1-4)
- Sint Bonifaciuschool
- Nutsschool Wassenaar

We are open all year, apart from official holidays.



What kind of contract can I choose?

### ***After School Club***

For after school care, we offer a 46-week contract and a 52-week contract (breaks included).

There is no minimum number of days in our contracts.

### ***Summer Camp***

No contract needed.

How will I receive my contract?

You will receive your contract via email. This is a new venture, so the centre does not yet have an LRK number. As soon as we have this number, we shall update you.

What is an LRK number?

Every childcare organisation in the Netherlands is registered in the National Childcare Register and has a unique LRK number. In the Netherlands, it is possible to claim financial support for childcare. This can be arranged via the Tax Authorities (Belastingdienst). You will need the LRK number for this.

How can I register for childcare support?

Access the website [www.toeslagen.nl](http://www.toeslagen.nl) and search for 'Kinderopvangtoeslag'. Make sure you have the Zo International Childcare LRK number at hand as well as details about your income. The LRK number for the After School Club is 257 771 426.

What are the terms and conditions?

We work according to the terms and conditions of the Association for the Childcare Sector in the Netherlands. You can access these terms and conditions [here](#).

What is the procedure for payment?

You will receive an invoice with the amount to be paid for the coming month. We prefer direct debit scheduled for the second week of every month. However, the timing of the first invoice and payment withdrawal in June will be different. We shall inform you about this in due course.

What is the policy regarding changing days?

At Zo International Childcare, you can change days you have not yet used. You may ask your location manager if it is possible to change days; changes can be requested within the calendar year. However, changes are only possible if the number of staff and children comply with requirements set by the Dutch Childcare Act, 2018.

Can I request extra days?

It is possible to access additional care days for which you will be subsequently invoiced.