

FAQs

Dear Parent,

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

Address

Zo International Childcare
Hallekensstraat 28A
2242 VD Wassenaar

Daycare is provided at this location. Sometimes like on Friday there is a small group at the After School Club, so these children will play at the Hallekensstraat.

1. Information about your child's care

Which group will my child be in?

When placing children, we consider their age and stage of development. Your child will be in a group with other children who have been placed according to the same criteria. We offer the following horizontal and vertical groups.

Daycare

- 0-1 years (baby group): maximum of 8 children.
- 1-2 years (toddlers): maximum of 10 children.
- 2-3 years (pre-school): maximum of 16 children.
- 3-5 years (pre-kindergarten): maximum of 16 children.

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.

Summer Care

If you are in need of care during the summer we provide for children from 0 up to 3 years Summer Care. Especially for parents arriving in the Netherlands during the summer. As of 1 July during 11 weeks you can utilize this flexible service. The children participate in the daily programme.



Daycare daily programme

7:30 - 9:00	Arrival and free play time
9:00 - 9:15	Tidy up time
9:15 - 9:45	(or longer) Circle time: a key aspect of our educational programme where children are actively stimulated to optimise child development
10:00 - 10:30	Snack time
10:30 - 11:30	Activity time
11:30 - 12:00	Free play time
12:00 - 12:30	Warm lunch
12:30 - 13:00	Going to bed
13:00 - 14:30	(or longer) Sleep/rest time
14:30 - 15:00	Snack time
15:00 - 16:00	Activity/free play time
16:00 - 16:30	Dinner
16:30 - 19:00	Free play time
18:00 - 19:00	Pick-up time

Children play outside every day. Our activities programme reflects a firm commitment to positive encouragement, effective child development and a pioneering spirit.

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 twice daily.

9:30	Fruit: banana and apple combined with seasonal fruits
11:30 - 12:00	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 and for the Daycare on our website. At our international centres, the language spoken is English.

What happens when I bring and collect my child?

When you bring your child to the centre, a member of staff will ask whether things went well for you and your child during the night. At pick-up time, you will be informed about the day's activities.



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.

2. Information for you as a parent

What are the prices for 2018?

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

- nappies (pampers)
- food (high-quality brands, including special dietary items for allergies)
- own sleeping bag, bottle and pacifier
- fun outdoor activities, including transport to and from these activities

We are open all year, apart from official holidays.

What kind of contract can I choose?

Daycare

For daycare, we offer

- a standard 52-week contract (breaks included). You can choose between full daycare and half daycare.
- a 46-week contract.

Please contact us if you need a more flexible solution during the summer holiday for this year.

There is no minimum number of days in our contracts.

Summer Care

No contract needed.



How will I receive my contract?

You will receive your contract via mail. 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 and search for 'Kinderopvangtoeslag'. Make sure you have the Zo International Childcare LRK number at hand as well as details about your income. The number for the daycare facility at the Hallekensstraat is 586 665 468.

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.

Will there be Dutch lessons?

We offer Dutch Immersion lessons so your son or daughter learns understanding and speaking Dutch in a short period of time.