

Conditions credits and extra care Les Petits Childcare

For all the conditions below, an (extra) day can only be taken if the group occupancy allows this. You cannot derive any rights from this service. The toddler care locations in Haarlem do not use the credit scheme. They can exchange an absent day.

You can only request extra days via our Parent Portal and ParentApp. For more information, see also the [ParentApp Manual](#) on our website. Want to know more about credits and applications? Check out our website: <https://www.lespetits.nl/informatie/ouderportaal-app>

Conditions Credits

- If you unsubscribe from a contract day before 9:00 a.m. via the App/Parent Portal, you will receive a digital credit for this. You can use this credit for an extra day of care.
- A digital credit for an extra day is valid 1 month before to 3 months after the absent day. Public holidays are excluded from the credit scheme.
- Credits are child-related and non-transferable between siblings.
- Credits can be used for all target groups. You can therefore take credit from toddler care / daycare to BSO, provided that the placements are in line with each other.
- Credits can only be used within your reception contract. If you take out a 48-week contract, the middle summer holiday weeks fall outside your contract. Credits are therefore not usable during this period. With a 40-week contract, this applies to all holiday weeks.
- In addition to using credits, it is also possible to request extra care on invoice. If you have requested extra care on invoice, it is no longer possible to use points for this afterwards.
- An application can be made up to 90 days in advance and will be assessed by the group management as soon as possible, but no later than 1 week in advance. The assessment can be: **approved** (your child can come), **rejected** (there is no place) or **waiting list** (there is no place yet, but there is a chance that space will become available). If your application is on the waiting list, it can still be approved or rejected until the day in question.
- The communication regarding the assessment of an application is automatic. You cannot expedite this process by phone or email. You will be kept informed of status changes via automatic notifications.
- It is not technically possible to adjust credits once deployed with retroactive effect. You therefore remain responsible for the credit you use. If you apply for several days at the same time and not all days can be approved, you may have a credit with a shorter validity.
- Credits cannot be paid out in cash or replace the notice period and expire upon termination of the contract.
- In the Parent App and the Parent Portal, you can manage your credit under My Credits. You can see which credits you can still wagen, how long they are still valid and which credit you have already used.
- The diagram below shows the possible credits and time blocks for each type of collection.

Extra care	Time blocks	Credits
Peuteropvang	8:30-12:00	1
Peuteropvang tot 13:00 uur	8:30-13:00	1,5
Peuteropvang tot 14:30/14:45 uur	8:30-14:30/14:45	2,5
Kinderdagverblijf halve dag	7:30-13:00/13:00-18:30	2
Kinderdagverblijf hele dag	7:30-18:30	4
Schoolmiddag BSO	Na school-18:30	2
Schoolsluitingsdag BSO	7:30-begintijd school	2
Vakantiedag BSO	7:30-18:30 uur	4

Tip: if you save a lot of credits, your care contract may no longer fit your current reception situation. Our planning staff will be happy to advise you on other contract options.