

Gastouderopvang Ons Saam

HOUSE RULES - CHILDMINDER CHILDCARE

GASTOUDEROPVANG ONS SAAM

Patricia Kanters
Dr. Kruytstraat 24, 2283 KC Rijswijk
Telephone: 0649 735 671

LRK NR.: 203343256

KVK NR.: 91502004

IBAN : NL49KNAB0617834024

Onze website:

<https://onssaam.nl>

Of scan de QR code:



We work together with, among others, childcare agency:

4Kids

| Contact details

Telephone : 0572 - 341 000

E-mail : info@4kids.nl

ViaViela

| Contact details

Telephone : 0616 141 204

E-mail : contact@viaviela.nl



Welcome to Gastouderopvang Ons Saam

My name is Patricia,

Together with my husband **Joop** and our daughter **Wynona**, we have been happily living in **Rijswijk** for the past seven years.

In and around our street there are many families with children — which means there is always something going on and plenty of friendly neighbourhood activity.

Because of the good relationships we have built with our neighbours, we were increasingly asked to look after their children from time to time.

Of course we were happy to do so — after all, there is nothing more beautiful than spending time with children and contributing to their wellbeing, happiness and development.

A few years later, that informal babysitting gradually developed into something more professional.

An old wish finally came true: I have now been working as a **registered childminder for over two years**.

With my own experience as a mother, combined with the knowledge I gained during my studies, our own childminder childcare service was created.

Together with our family we take on this adventure with love and dedication.

Ons Saam — together!

Whether you are visiting us for an introductory meeting or are already making use of our childcare services, you are very welcome.

Our family warmly opens its doors to your child(ren), offering the care, attention and warmth they deserve.

Patricia, Joop and Wynona



How Childcare Works in the Netherlands

(Introductiepagina voor internationale ouders)

Welcome to **Gastouderopvang Ons Saam**.

If you are new to the Netherlands, childcare may work a little differently from what you are used to in your home country.

This short introduction explains the basics of the Dutch childminder system.

What is a Childminder?

A **childminder (gastouder)** provides professional childcare in a small-scale, home-based environment.

Unlike large daycare centres, childminder childcare usually takes place in a **family home**, where children are cared for in a small group.

This allows for more personal attention and a calm, familiar atmosphere.

Childminders in the Netherlands must:

- be officially **registered in the National Childcare Register (LRK)**
- meet **training and safety requirements**
- be inspected regularly by the **GGD (Municipal Health Service)**

The Role of the Childcare Agency

Dutch law requires that childminders work together with a **registered childcare agency**.

The childcare agency:

- performs safety inspections
- monitors quality
- keeps administrative records
- mediates between parents and the childminder

Parents therefore work with **two parties**:

- the **childminder**
- the **childcare agency**

Childcare Allowance (Kinderopvangtoeslag)

The Dutch government supports working parents by contributing to childcare costs through the **childcare allowance system**.

Depending on household income, parents may receive a **monthly reimbursement** for part of the childcare costs.

This allowance is arranged through the **Dutch Tax Authority (Belastingdienst)**.

More information can be found at: <https://www.government.nl/>

Or scan for more information about childcare allowance in the Netherlands



A Personal Note

Gastouderopvang Ons Saam is a **small-scale, family-oriented childcare setting** where children can grow, play and learn in a safe and warm environment.

We believe that a child develops best when they feel **seen, safe and understood**.

These house rules are meant to create clarity for everyone involved, so that together we can offer children the best possible care.

Useful Dutch Terms

Gastouder	–	Childminder
Vraagouder	–	Parent
Gastouderopvang	–	Childminder childcare
Gastouderbureau	–	Childcare agency
Kinderopvangtoeslag	–	Childcare allowance
Belastingdienst	–	Dutch Tax Authority
GGD	–	Municipal Health Service
LRK	–	National Childcare Register
BSO	–	After-school childcare
Wennen	–	Settling-in sessions
Achterwacht	–	Backup childminder
Risico-inventarisatie	–	Safety risk assessment

These house rules describe how we organise the childcare of your child(ren) together.

As you will understand, clear agreements between all parties involved are important. Within childminder childcare these agreements are commonly referred to as **house rules**.

Our house rules describe how things work within **Gastouderopvang Ons Saam**. You can see them as the agreements we make with you as parent(s).

These house rules have been carefully compiled.

Because these rules are **not optional**, but form part of the agreement between:

- the parent(s) or guardian(s)
- the childcare agency (the intermediary)
- and the childminder (us)

we strongly recommend that you read them carefully.

In the **Agreement between Parent and Childminder**, among other things, the following is recorded:

- the number of childcare hours
- the days on which childcare takes place
- and the basis on which our childcare operates, as described in these house rules.

Parents must therefore be familiar with the contents of these house rules.

When entering into an agreement we will ask you to confirm that you have read them. You will also sign to indicate that you agree with their contents. Naturally, you will always receive your own copy.

During the introductory meeting you will have plenty of opportunity to ask questions about these house rules.

Please do not hesitate to ask — **there is no such thing as a silly question**.

Gastouderopvang Ons Saam reserves the right to review and update the house rules annually if necessary.

If significant changes are made, you will of course be informed in time.

Please take your time to read these house rules.

If you have any questions or would like further clarification, we would be happy to hear from you.

Kind regards,

Patricia

TABLE OF CONTENTS

TABLE OF CONTENTS

CONTENTS	PAGE
----------	------

CONTENTS	PAGE
----------	------

<u>SUBJECT:</u>	section
-----------------	---------

<u>SUBJECT</u>	section
----------------	---------

CONTACT DETAILS	01	01
OPENING HOURS	01	02
PUBLIC HOLIDAYS	02	03
CHILDMINDER VACATION	02	04
VACATION SCHEDULE	03	
PARENT VACATION	04	05
LEAVE DAYS	04	06
SETTLING-IN PERIOD	05	10
LIABILITY	05	11
OUTDOOR PLAY & ACTIVITIES	06	12
INDOOR PLAY	06	13
PERSONAL TOYS	06	14
SLEEPING	07	15
CARE	07	16
NUTRION	08	17
MEDICATION	09	18
ALLERGY / INTOLERANCES	09	19
ILLNESS OF THE CHILD	10	20
RIVM "KIDDI" GUIDELINES	10	21
ILLNESS OF THE CHILDMINDER	11	22
CORONA PROTOCOL	11	23
ACCIDENTS / EMERGENCY	11	24
BACKUP (ACHTERWACHT)	12	30
SAFETY	12	31
HYGIENE	12	32

PETS	13	33
PLANTS	13	34
MUSIC	13	35
TELEVISION	13	36
PHOTOS & MEDIA	14	37
FAMILIAR FACES PRINCIPLE	15	38
DROP-OFF & PICK-UP	15	39
TRANSPORT	16	40
RATES	17	50
DAY PARTS	17	51
CONTRACT STRUCTURE	18	52
CHANGES TO CHILDCARE HOURS	18	53
CONTRACT DURATION	18	54
TRIAL PERIOD	19	55
NOTICE PERIOD	19	56
PAYMENT	20	57
GOOD TO KNOW	21	58
WHAT DOES CHILDCARE COST?	22	59
CLOSING	23	60
IN THE PDF, USE THIS ICON TO GO TO THE TABLE OF COTENTS.		



HOUSE RULES:

| CONTACT DETAILS, OPENING HOURS

Het is altijd handig om te weten waar we zijn en wanneer we daar zijn waar we zijn.

01|

CONTACT DETAILS

Gastouderopvang Ons Saam is located at:

Dr. Kruytstraat 24
2283 KC Rijswijk (ZH)

Our childcare location is situated in the **Te Werve Oost district of Rijswijk**.
The neighbourhood is easily accessible by bicycle, public transport and car.

Bus lines **22 and 23** and tram **17** have stops within walking distance.

Telephone (Patricia):

+31 6 4973 5671

Outside opening hours you may send a **WhatsApp message**.
I will try to respond as soon as possible, at the latest on the next working day during our regular opening hours.

Email

For existing parents (ongoing childcare):

patricia@onssaam.nl

For general information or new enquiries:

info@onssaam.nl

WEBSITE::

<https://onssaam.nl>

Of scan de QR code:



02|

OPENING HOURS

Gastouderopvang Ons Saam offers childcare during the following hours:

MONDAY – FRIDAY

06:00 – 18:00

Drop-off and pick-up times are arranged individually with parents

Gastouderopvang Ons Saam can be reached by phone during the following hours:

MONDAY - FRIDAY

08:00 – 18:00

Parents who make use of early childcare (before 08:00) may of course contact us by phone during those hours if necessary..

Please note that exceptions may apply to these opening hours.



HOUSE RULES:

| PUBLIC HOLIDAYS, CHILDMINDER VACATION

Feestdagen zijn er om te vieren. Vakantie ook. Maar voor het zover is, scheppen wij wat duidelijkheid.

03|

PUBLIC HOLIDAYS

Gastouderopvang Ons Saam is closed on the following Dutch national public holidays, unless otherwise agreed.

Good Friday	Liberation Day	Christmas Day and Boxing Day
Easter	Ascension Day	New Year's Day
King's Day	Whit Monday	

These are **paid public holidays**.

If one or more of these holidays fall on a regular childcare day, the hours have already been included in the **average monthly hours calculation**.

04|

CHILDMINDER VACATION

Like everyone else, childminders and their families occasionally need time off. For the year **2026**, we have done our best to create a balanced vacation schedule.

Our planning is based on the **school holiday schedule for the central region of the Netherlands**, as this is the region where we live.

Because schools sometimes deviate slightly from the official holiday dates published by the Dutch government, differences in vacation days or exact dates may occur. In our planning we try to follow the holiday dates used by KC Snijders, the primary school attended by our daughter Wynona.

Despite careful planning, it is possible that changes may occur in the vacation schedule we communicate. If that happens, we will inform you as soon as possible.

Because Gastouderopvang Ons Saam aims to remain flexible, some school holidays may be divided into weeks during which we are **partially open or closed**. When planning this schedule, we try to take the needs of parents into account as much as possible..

How vacation periods affect childcare hours

If one or more childcare days fall within a period **when we are open**, these hours remain included in the **average monthly hours calculation**.

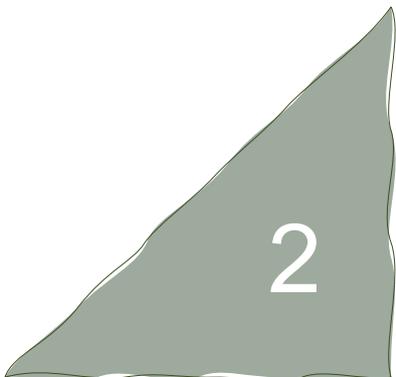
After all, a place for your child is still reserved during those days, and childcare allowance is still received for those hours.

If one or more childcare days fall within a period **when we are closed**, these hours are **not included in the average monthly hours**.

This is because childcare cannot take place on those days.

An exception applies to **official public holidays** that fall within these vacation periods.

[\[SEE SECTION: 03 – PUBLIC HOLIDAYS\]](#)





VACATION SCHEDULE

2026 | PUBLIC HOLIDAYS INCLUDED

SCHOOL HOLIDAYS	PUBLIC HOLIDAYS	WE ARE OPEN DURING THIS PERIOD	WE ARE CLOSED DURING THIS PERIOD
		FROM: TO:	FROM: TO:
2025 > 2026	NEW YEAR'S DAY		DONDERDAG 01 JANUARI
SPRING BREAK MAANDAG 16-02 – VRIJDAG 20-02 2026			16 FEBRUARI WEEK 08 20 FEBRUARI
	GOOD FRIDAY EASTER, DAY 2		VRIJDAG 03 APRIL MAANDAG 06 APRIL
MAY HOLIDAY MAANDAG 27-04 – VRIJDAG 08-05 2026	KING'S DAY LIBERATION DAY	28 APRIL WEEK 18	08 MEI WEEK 19 27 APRIL 05 MEI
	ASCENSION DAY WHIT MONDAY		DONDERDAG 14 MEI MAANDAG 25 MEI
SUMMER HOLIDAY MONDAY 20-07 – VRIJDAG 28-08 2026		10 AUGUSTUS WEEK 33 t/m WEEK 35	20 JULI 07 AUGUSTUS 28 AUGUSTUS WEEK 30 t/m WEEK 32
<i>BOUWVAKVAKANTIE Regio Rijswijk; 1 aug 2026 t/m 22 aug 2026</i>			
AUTUMN HOLIDAY MONDAY 19-10 – FRIDAY 23-10 2026		19 OKTOBER WEEK 43	23 OKTOBER
CHRISTMAS HOLIDAY MONDAY 21-12 – FRIDAY 01-01 2027			21 DECEMBER WEEK 52 t/m WEEK 53 04 JANUARI

ALL DATES ARE SUBJECT TO CHANGE WITHOUT NOTICE. ERRORS AND OMISSIONS EXCEPTED..





HOUSE RULES:

| PARENT VACATION, LEAVE DAYS

Buiten vakantie om heb je soms de behoefte, of de noodzaak, aan een vrije dag. Of misschien wel meer.

05|

PARENT VACATION

Parents are asked to inform the childminder of planned vacations **at least one (1) month in advance**. This helps prevent unexpected situations and allows us to plan accordingly.

Vacation outside school holidays

If parents take vacation **outside the regular school holiday periods**, the reserved childcare hours must still be paid.

These hours remain included in the **average monthly childcare hours**, because the place for your child remains reserved.

Parents also continue to receive **childcare allowance** for those hours.

Vacation during school holidays

Vacations that fall within the **regular school holiday periods** may be:

- fully charged
- partially charged
- or not charged

This depends on whether *Gastouderopvang Ons Saam* is **fully open, partially open, or closed** during that period.

[\[SEE SECTION: 04 – CHILDMINDER VACATION\]](#)

06|

LEAVE DAYS

A | Childminder leave

The childminder may occasionally schedule leave days, for example for birthdays or personal matters.

On those days **Gastouderopvang Ons Saam will be closed**.

Parents will be informed well in advance — at least **one (1) month beforehand**.

These days will **not be charged to parents** and are therefore not included in the average monthly hours.

B | Parent leave days

Parents may also schedule leave days for personal reasons.

These must also be communicated **at least one (1) month in advance**.

These hours **will still be charged**, because the childcare place remains reserved.

They therefore remain included in the average monthly childcare hours.

C | Unforeseen circumstances

In situations such as **illness or the death of a family member**, the one-month notice period may not apply.

In those cases, informing the other party **as soon as possible** is sufficient.



HOUSE RULES:

| SETTLING-IN PERIOD, LIABILITY

Wij vinden het belangrijk dat kinderen zich op een verantwoordelijke wijze, bij ons thuis voelen.

10|

SETTLING-IN PERIOD

It is important for both your child and for you as parents to have time to get used to the new situation.

A settling-in period allows your child to become familiar with the new environment and the daily routine. It also gives parents the opportunity to make their decision about childcare with confidence and peace of mind.

Gastouderopvang Ons Saam therefore offers parents the possibility of **two settling-in sessions**. These sessions can take place **during the week before the official start date of the agreement**.

The **first two settling-in hours are free of charge**.

If additional settling-in sessions are desired, these can be arranged at the **regular hourly rate**.

AVAILABLE SETTLING-IN TIMES:

Morning session

09:00 – 11:00

(including the morning fruit/snack moment)

Afternoon session

11:30 – 13:30

(including lunch)

During settling-in sessions parents must remain **fully reachable by phone**, in case questions or unexpected situations arise..

11|

LIABILITY

As the saying goes: *where work is done, accidents can happen*.

Sometimes something may happen to personal belongings — either those of others or our own.

To reduce this risk as much as possible, we advise parents to bring or give their child **as few personal items as possible**.

Gastouderopvang Ons Saam cannot be held liable for damage, loss or disappearance of personal belongings brought by parents or given to the child.

In case something unexpected does happen, it is important to know that both the **parent and the childminder are required to have liability insurance (WA insurance)**.

Gastouderopvang Ons Saam is covered by **business liability insurance**.



HOUSE RULES:

| OUTDOOR PLAY & ACTIVITIES, INDOOR PLAY,
PERSONAL TOYS

Heerlijk buiten spelen, rennen en ravotten! Of lekker knus binnen bij de haard. Welk kind heeft daar nu geen zin in?

12|

OUTDOOR PLAY & ACTIVITIES

Play is important for every child — and so is **fresh outdoor air**.

At *Gastouderopvang Ons Saam* we therefore try to go **outside every day**.

We often play on the field behind our house or take a walk through the natural surroundings in the neighbourhood.

In addition, we regularly undertake small outings, such as visiting:

- the local petting zoo
- one of the many playgrounds in the area

We kindly ask parents to keep this in mind when choosing clothing for their child

Outdoor play can sometimes get messy — which is perfectly fine — but it helps if children wear **clothes suitable for outdoor play**. An overall or extra layer can prevent unnecessary stains on regular clothing.

13|

INDOOR PLAY

Playing indoors can be just as enjoyable.

We have **sufficient toys available** to allow children of different ages to play safely and responsibly.

We also use the **Coolle KIDS Box**, a subscription box filled with educational toys that is exchanged every two months for a new one. This keeps playtime both **fun and educational** for every child.

Curious about it?
Visit the website:

<https://coolekidsbox.nl/>

Of scan de QR code:



14|

PERSONAL TOYS

Sometimes children like to bring a favourite toy or cuddly toy from home.

We recommend leaving personal toys **at home as much as possible**.

If a child does bring something from home, it can of course be used during playtime depending on the item.

However, please keep in mind that *Gastouderopvang Ons Saam* **cannot be held responsible for damage or loss** of personal toys or cuddly items.

[\[SEE SECTION: 11 - LIABILITY\]](#)



15|

SLEEPING

HOUSE RULES:

| SLEEPING, CARE, NUTRITION

Verzorging is natuurlijk de basis voor ieder kind. Of het nu om eten, aandacht, slapen of hygiëne gaat.

Sleeping, just like playing, is a **basic need for young children**.

At *Gastouderopvang Ons Saam* we provide a calm environment and appropriate facilities to support good rest.

When applicable, the afternoon nap usually takes place between:

12:00 and 13:30

For babies we follow **their individual rhythm as much as possible**, which is usually the most comfortable for them.

If we happen to be outside during nap time, children who need rest may sleep in a **buggy or another suitable transport option**.

Clean bedding is always available and is **changed regularly**.

16|

CARE

Care is of course an essential part of childcare.

This includes:

- diaper changes
- cleaning up
- changing clothes when necessary

Baby wipes, diaper cream and bedding are **always available** and are included in the childcare rate.

Diapers can be arranged by us at **purchase price**, but parents may also bring their own diapers or leave a package here for their child.

If your child uses a **pacifier or teething toy**, you may leave it with us or bring it daily.

We also recommend leaving a **set of spare clothes** at the childcare location.



17|

NUTRITION

The childminder provides:

- bread
- fruit
- snacks
- drinks

These are **included in the hourly rate**.

An evening meal can be provided **in consultation and at cost price**.
We generally use the same food products that we use ourselves at home.

If parents prefer **organic or specially adjusted nutrition**, a small additional cost may apply.

Breastfeeding and Formula Feeding

If your child receives **breast milk**, parents should bring this themselves.

We offer the possibility to store breast milk in **measured portions in our freezer**.

Please clearly label each portion with:

- name
- date
- quantity

Formula feeding can be brought in a **formula dispenser container with measured scoops**.

Please indicate:

- the number of scoops
- the amount of water needed

You may also leave a package of formula with us.

A personal bottle can be brought daily or left at the childcare location — **preferably labelled with your child's name**.



18|

MEDICATION

HOUSE RULES:

| MEDICATION, ALLERGY/INTOLERANCE,
ILLNESS OF THE CHILD, USE OF RIVM INFORMATION
(KIDDI),

*Ziek zijn is geen pretje. Gelukkig kan je met het juiste medicijn snel
weer op de been zijn.*

Administering medication or taking your child's temperature is **generally not carried out by the childminder**.

Only in exceptional situations may medication be given that:

- has already been used previously by the child
- and is familiar to the parents and child

New medication that your child has **never used before** will not be administered.
This is to prevent possible allergic reactions or intolerances.

Together with these house rules you will receive a **consent form** on which you can indicate whether, and under what conditions, you agree to the administration of medication and/or taking your child's temperature.

This form will be kept in our administration.

If you have already provided this permission through the childcare agency, a separate form may not be necessary.

In all cases, the **final responsibility always remains with the parent**.

19|

ALLERGY/INTOLERANCE

If your child has an allergy or intolerance (for example to certain foods), you must inform the childminder **in advance**.

This allows the childminder to take the necessary precautions and ensure that appropriate food and care are provided.



20|

ILLNESS OF THE CHILD

Everyone can become ill from time to time.

When a child becomes ill, the following agreements apply.

A | Before childcare begins

If your child becomes ill at home and will not attend childcare, please inform the childminder **as soon as possible**, but no later than **one (1) hour before the start of childcare**.

B | During childcare

If your child becomes unwell during childcare, the childminder will assess whether the child can remain at the childcare location.

If necessary, we will contact you to discuss the situation.

If staying is not possible, we ask parents to **collect their child within one (1) hour**.

The childminder will keep parents informed about the situation.

C | General

If a child has a **highly contagious illness**, such as stomach flu, coronavirus or RS virus, childcare cannot take place in order to prevent infection within the group.

For more information about Illness and Risk of infection, see:

[\[SECTION: 58 – GOOD TO KNOW – ILLNESS AND RISK OF INFECTION\]](#)

Please also inform us if you have given your child **paracetamol**.

Paracetamol may temporarily mask fever or other symptoms.

During periods in which COVID-related measures apply, we follow the **current guidelines issued by the RIVM**.

21|

RIVM GUIDELINES (KIDDI)

To determine whether it is advisable for your child to attend childcare, the childminder may consult the information provided by the **RIVM (National Institute for Public Health and the Environment)**.

In particular, when dealing with **potentially contagious illnesses**, the information provided by the RIVM can help determine whether there is a risk of infection within the group.

The final decision will always depend on the **professional judgement of the childminder**



HOUSE RULES:

| ILLNESS OF THE CHILDMINDER, CORONA PROTOCOL,
ACCIDENTS / EMERGENCIES

*Dat ziek zijn geen pretje is, was al gezegd. Maar ook een ongeluk
is niet zo fijn. Laten we voorzichtig zijn!*

22|

ILLNESS OF THE CHILDMINDER

A childminder may unfortunately also become ill.

If this happens, ***Gastouderopvang Ons Saam*** will be temporarily closed.

[\[SEE SECTION 06/C – UNFORSEEN CIRCUMSTANCE\]](#)

The childminder will inform parents as soon as possible and will also report the illness to the childcare agency. Parents may then contact the childcare agency to ask whether a **replacement childminder** may be available. Sometimes the regular childminder may also suggest a suitable replacement.

During the period of illness, **payment for the regular childminder does not apply.**

23|

CORONA PROTOCOL

The childminder follows the guidelines provided in the “**decision tree for childcare and primary schools**”. In addition, the childminder follows the **current rules and recommendations issued by the RIVM** at that time.

24|

ACCIDENTS / EMERGENCIES

Despite all care and precaution, small accidents may sometimes happen indoors or outdoors.

If the childminder unexpectedly needs to take your child to:

- a general practitioner
- an out-of-hours medical service
- a dentist
- an emergency department
- or a hospital

the **designated backup person will immediately be called.**

[\[SEE SECTION 30 – BACKUP\]](#)

The childminder will also contact both the **medical professional and the parents**, so that parents can come to their child if necessary.

Together with these house rules you will receive a **contact form** on which you can list your contact details as well as those of people in your immediate circle.

This contact list will be stored in our administration so that in case of emergency **someone can always be reached.**



HOUSE RULES:

| BACKUP, SAFETY, HYGIENE

Wij vinden het belangrijk dat alles goed, veilig en hygiënisch geregeld is. Zo is het maar net!

30|

BACKUP

In an emergency situation where the childminder unexpectedly needs to leave, it is important that the childcare of your child(ren) can continue.

For this reason we make use of a **designated backup person**.

In the first instance **Joop** acts as the backup.

If he is not available, the childminder will call upon another previously designated backup person.

Together with these house rules you will receive an overview of the people who may act as backup. Please keep this overview for your own reference.

31|

SAFETY

The childcare agency and the **GGD (Municipal Health Service)** carry out an annual **risk inventory and evaluation** in order to guarantee the safest possible environment for the children.

During this inspection, attention is given to matters such as:

- fire prevention
- loose cables
- electrical outlets
- plants
- staircases

In addition, unannounced spot checks may also take place.

The childminder ensures that the results of the risk inventory remain **up to date on a daily basis**. Any issues that arise will be resolved as quickly as possible. If necessary, equipment or materials will be replaced.

32|

HYGIENE

The childminder ensures that hygiene measures are properly followed.

Each day the house is cleaned by **sweeping, vacuuming and/or mopping** when necessary. Facilities such as the **toilet, bathroom and kitchen** are cleaned several times a day.

Personal hygiene is also very important.

For example, we encourage **hand washing before eating and after using the toilet**.

Inside the house we **do not wear shoes**.

We walk barefoot, in socks or in slippers.

Parents may bring **slippers or indoor shoes** for their child if they wish.

Parents and other visitors are kindly asked to **remove their shoes in the hallway**.

If desired, visitors may use **disposable protective shoe covers** that we provide.



HOUSE RULES:

| PETS, PLANTS, MUSIC, TELEVISION

Een plantje hier, (g)een diertje daar. Mits in balans, maakt muziek of karaoke, de tijger in je los.

33|

PETS

Gastouderopvang Ons Saam currently **does not have any pets**.

We certainly enjoy animals, but at the moment we have chosen **not to keep pets in our household**.

34|

PLANTS

Our home contains many plants, which contribute to a **pleasant and healthy indoor environment**.

Some plants should not be touched (for example cacti), and certain plants may be harmful if touched or consumed. When placing plants in the home we follow the recommendations outlined in the **risk inventory**.

[.SEE SECTION: 31 – SAFETY](#)

35|

MUSIC

During the day we often have **music playing in the background**, when appropriate. Usually this is a calm radio station.

During activities such as **crafting or eating**, we may also listen to music specifically intended for children. Children are always welcome to **join in and sing along**.

And sometimes... sometimes we even do a bit of **karaoke** (*our apologies to the neighbours!*)

36|

TELEVISION

Television is used **in moderation**.

For example, during bad weather or when a short rest moment is needed, the television may be turned on for a limited time.

The programmes shown may include:

- educational programmes
- cartoons
- children's television channels

Examples include **Pebbles TV, BabyTV**, and similar child-friendly channels.

Naturally we always take into account the **age of the children and the composition of the group**.



37|

PHOTOS & MEDIA

HOUSE RULES:

| PHOTOS & MEDIA

Een foto hier, een videotje daar. Allemaal leuk en fijn, maar dan wel op een verantwoordelijke wijze.

Gastouderopvang Ons Saam makes use of **social media** and also has its own website:

<https://onssaam.nl>

Of scan de QR code:



During childcare we regularly take **photos and sometimes short videos** of fun and memorable moments. We enjoy sharing these moments with parents so that you can get an impression of your child's experiences during their time at *Gastouderopvang Ons Saam*.

However, we **never share images without permission**.

For privacy reasons, photos or videos in which your child can be recognised will only be published **with your explicit consent**.

Where can media be shared?

A | Facebook (restricted access)

Our Facebook page is **not publicly accessible**.

Only Patricia, family members of the children attending the childcare and relatives of your own child(ren) have access.

B | Website (public)

On our website we publish photos in the **photo gallery**.

This is a public page that mainly contains general atmosphere images of children playing in their environment.

C | Private cloud storage (encrypted and secure)

We use a **secure cloud storage system** with servers located in Germany, a country known for strong privacy regulations.

Files are stored in a **personal encrypted folder** that can only be accessed through a unique link and a password created specifically for you.

The password you receive is **strictly personal**.

Please only share it — together with the link — with people you trust.

Together with these house rules you will receive a **consent form** where you can indicate whether, and in what way, you agree to the use of photos and/or video recordings.



HOUSE RULES:

| FAMILIAR FACES PRINCIPLE, DROP-OFF & PICK-UP

*Met veiligheid voorop is duidelijkheid een goede tweede.
Wel zo fijn, het juiste kind bij de juiste ouder.*

38|

FAMILIAR FACES PRINCIPLE

We always want to be certain that your child is **picked up safely by the correct person**. Parents must therefore make sure that the people who are allowed to collect their child are known to us.

Please provide:

- first name
- last name
- preferably a photo

If you inform us in advance that someone else will pick up your child, we will of course take this into account.

In all other situations — for example if an unknown or unannounced person arrives — we will first **contact the parent by phone** before allowing the child to leave.

This helps prevent misunderstandings and ensures your child's safety.

39|

DROP-OFF & PICK-UP

Children should be brought and collected **at the agreed times**. Arriving **up to five minutes earlier or later** is not a problem.

If children are brought significantly earlier or collected later than agreed, additional time will be charged in **blocks of 15 minutes**, rounded up.

Examples

Agreement: **07:30 – arrival at 07:25**
→ No problem, no extra costs.

Agreement: **08:00 – arrival at 07:50**
→ 1 extra 15-minute block.

Agreement: **08:00 – arrival at 07:35**
→ 2 extra blocks (30 minutes).

Agreement: **08:30 – arrival at 08:45**
→ No discount; time has been reserved for your child.

Agreement: **until 18:00 – pick-up at 18:05**
→ No problem.

Agreement: **until 18:00 – pick-up at 18:25**
→ 2 extra blocks (30 minutes).

Agreement: **until 17:00 – pick-up at 16:30**
→ No discount; the time had been reserved.

Please always inform us in advance if you expect to deviate from the agreed times. This helps us plan properly and find a suitable solution when necessary.



40|

TRANSPORT

HOUSE RULES:

| TRANSPORT

Er zijn van die dagen dat het verplaatsen van hot naar her en terug, een flinke uitdaging kan zijn

There are days when travelling from one place to another can be quite a challenge.

If your child needs to be transported during childcare hours, the childminder will mainly use a **cargo bicycle (bakfiets)**.

This bicycle is equipped with:

- a protective cover
- safety belts
- and all legally required safety features

For shorter distances, or when the group size requires it, we may also **walk**, possibly using a buggy or stroller.

We have **one buggy and one stroller** available.

Parents may also leave their own buggy with us if they wish — please clearly label it with your child's name.

In case of bad weather, longer distances or a larger group, the childminder may also use **public transport or a car**.

In principle the costs for this are covered by the childminder.

Exceptions may occur when transportation takes place **specifically at the request of parents or for a particular child**.

In those cases the costs may be charged to the parents.

Together with these house rules you will receive a **consent form** where you can indicate whether, and with which means of transport, you agree.

This form will be stored in our administration.



HOUSE RULES:

| RATES, DAY PARTS

Wij werken niet met breuken maar met delen. Met dagdelen welteverstaan. Niet alledaags, wel zo duidelijk.

50| **RATES**

The standard hourly rate for **2026** is **€8.25 per hour**.
This rate includes:

- the use of **two settling-in sessions** [\[SEE SECTION: 10 – SETTLING-IN\]](#)
- the use of **bedding, baby wipes and diaper cream** [\[SEE SECTION: 16 – CARE\]](#)
- breakfast, lunch, drinks and snacks [\[SEE SECTION: 17 – NUTRITION\]](#)

In addition to the hourly rate, parents pay **agency fees** to the childcare agency, as required by the **Dutch Childcare Act (Wet Kinderopvang)**.

[\[SEE SECTION: 59 – WHAT DOES CHILDCARE COST?\]](#)

In individual situations and by mutual agreement, a different hourly rate may be arranged.
Possible rate changes for the following calendar year are usually communicated **around November**.

51| **DAY PARTS**

Gastouderopvang Ons Saam works with **day parts** rather than individual hourly reservations.
This allows us to provide flexible childcare, including **after-school care (BSO)**.

We use **two day parts**:

Day Part 1:

06:00 – 12:00

Day Part 2:

12:00 – 18:00

Each day part consists of **six hours**.

Childcare can therefore take place in:

Day Part 1 — (mainly suitable for parents requiring morning childcare)

Day Part 2 — (mainly suitable for parents requiring after-school childcare)

Or:

Day Part 1 + additional hours — (for working parents requiring longer childcare)

Day Part 2 + additional hours — (for extended afternoon childcare)

At least **one day part must always be booked**, possibly with additional hours.

If day parts overlap, calculations start from **Day Part 1**.

In some cases, different arrangements may be made by mutual agreement.

Examples

Reservation: **08:30 – 16:30** | → Day Part 1 + 4 hours + 30 minutes = **10.5 hours per day**

Reservation: **08:00 – 14:00** | → Day Part 1 + 2 additional hours = **8 hours per day**



HOUSE RULES:

| CONTRACT STRUCTURE, CHANGES TO CHILDCARE
CONTRACT DURATION

Om vorm te geven aan onze overeenkomst, volgen hier de kleine lettertjes.

52|

CONTRACT STRUCTURE

Gastouderopvang Ons Saam invoices childcare based on **average monthly hours**.

This ensures that the total number of hours invoiced over the year corresponds exactly with the agreed contractual hours.

The total number of childcare hours for the year is calculated and divided by the number of childcare months.

Why average hours?

The number of childcare days per month varies.

For example:

- January may contain **five Mondays**
- February usually contains **four Mondays**

Public holidays and vacation periods may also result in months with fewer childcare days. Without averaging, monthly invoices could vary greatly.

By calculating based on average hours, the monthly payment remains **stable for both parents and the childminder**. This method is commonly used within the childcare sector.

Childcare days **cannot be exchanged**.

If parents request childcare on different days or times than agreed, these additional hours will be **charged on top of the average hours**.

53|

CHANGES TO CHILDCARE

Structural changes to childcare hours must be requested **at least one month in advance**.

A new childcare schedule will then be prepared, allowing parents to update their **childcare allowance application** if necessary.

If the change only concerns the **days of childcare** but not the total number of hours, a new schedule is not required.

54|

CONTRACT DURATION

When entering into an agreement, the **starting month becomes the official start date**.

The contract then runs until **the end of December of that calendar year**, unless agreed otherwise.

If childcare continues into the following year, a **new agreement will be signed in January**, including any updates or changes.



HOUSE RULES:

| TRIAL PERIOD, NOTICE PERIOD

Het is altijd spannend om iets nieuws te ondernemen. Of om iets te stoppen. Laten wij het proberen?

55|

TRIAL PERIOD

Every new childcare situation requires some time to determine whether everything works well for:

- the parents
- the child
- the other children
- and the childminder

For this reason *Gastouderopvang Ons Saam* applies a **mutual trial period**.

The trial period lasts **one (1) month**, starting from the official start date of the agreement. During this period both the parent and the childminder may end the agreement **without giving a reason**.

The childcare hours used during this period will be invoiced according to the applicable hourly rate.

The invoice must be paid within **seven (7) days**.

[\[SEE SECTION: 57 – PAYMENT\]](#)

56|

NOTICE PERIOD

After the trial period, a **notice period of one month** applies.

If parents wish to terminate the agreement earlier than originally agreed, they remain responsible for **one (1) additional month of payment**.

The same applies if *Gastouderopvang Ons Saam* terminates the agreement.

During the notice period, childcare will **continue as usual**.

The hours used will be invoiced according to the applicable hourly rate and must be paid within **seven days**.

[\[SEE SECTION: 57 – PAYMENT\]](#)



57|

PAYMENT

HOUSE RULES:

| PAYMENT (HOW PAYMENT WORKS, PAYMENT ARREARS)

Het betalen van het gebruikmaken van onze dienstverlening is bijna net zo makkelijk als het betalen van een tikkie. Toch?

As is customary with services, the childcare hours used at *Gastouderopvang Ons Saam* are invoiced.

How payment works

Around the **15th of each month**, the childminder registers the used and reserved childcare hours in the **registration system of the childcare agency**.

Parents can log into this system through the childcare agency's website. There they can view the hours that have been declared.

Once parents approve the registered hours, the **invoice will be generated**. The invoice must be paid within **seven (7) days**.

Payment arrears

Of course we hope that payment problems will never arise. However, the following policy applies.

If a parent fails to meet the payment obligation — meaning a delay of one or more months — childcare will be suspended immediately.

This does not release the parent from the obligation to pay outstanding invoices.

If repeated attempts to collect payment are unsuccessful, the claim may be transferred to a collection agency or bailiff.

All additional costs resulting from this will be charged to the parent.

If you expect temporary payment difficulties, please contact us as soon as possible so that we can look for a suitable solution together.



58|

GOOD TO KNOW

HOUSE RULES:

| GOOD TO KNOW (VACATIONS, DAY PARTS, ILLNESS AND RISK OF INFECTION)

De laatste loodjes wegen zwaar. En dat is iets wat goed is om te weten. Net als deze opsomming trouwens.

Below is a short summary of several important points.

VACATIONS

If *Gastouderopvang Ons Saam* is closed outside national holidays or school holidays, parents do not need to pay for those hours.

If childcare remains open during school holidays, the reserved hours must still be paid, because a place remains reserved for your child. And ofcourse, your child is welcome. Parents will still receive childcare allowance for those hours.

If parents take vacation outside school holidays, the reserved hours must also be paid, because a place remains reserved for your child. Parents will still receive childcare allowance for those hours.

DAY PARTS

Some parents ask why *Gastouderopvang Ons Saam* works with day parts.

This is because a **fixed place in childcare is reserved for each child**, regardless of whether the child attends for only a few hours or most of the day.

By working with day parts we can guarantee:

- continuity
- quality
- availability

It also prevents childcare from becoming financially unsustainable. This system is therefore **fair, transparent and widely used within childcare**.

ILLNESS AND RISK OF INFECTION

In the interest of the health and safety of all children and the childminder, childcare cannot take place in case of **contagious illnesses** such as stomach flu or severe diarrhea.

Your child may return once they have been **symptom-free for at least 24 hours**. If symptoms occur during childcare, parents will be asked to collect their child as soon as possible.

The childminder always retains the right to refuse childcare if there is reasonable suspicion of a contagious illness.

We understand that it can sometimes be difficult to arrange childcare when your child is ill. However, it is important to keep your child at home if they have symptoms such as stomach flu, diarrhoea, or vomiting.

These illnesses spread quickly through hands, toys, and surfaces. One sick child can lead to multiple children and the childminder becoming ill, which could result in the temporary closure of the childcare setting.

To prevent this, we ask that you only bring your child back once they have been free from diarrhoea or vomiting for at least 24 hours.



HOUSE RULES:

| WHAT DOES CHILDCARE COST?

Nog even wat droge kost. Hoe zit het ook alweer? Beknopte uitleg over toeslagen wat betreft kinderopvang gastouders.

59|

WHAT DOES CHILDCARE COST?

Did you know that childcare with a childminder is **on average about 20% cheaper** than other forms of childcare?

There is therefore a good chance that you will save money by choosing a registered childminder such as ***Gastouderopvang Ons Saam***.

Structure of childcare costs

When using childcare through a registered childminder, parents work with two parties:

- the childminder
- the childcare agency

Both parties are paid separately and have their own rates.

Gross childcare costs

Your monthly childcare costs consist of:

- the amount paid to the childminder
- the amount paid to the childcare agency for mediation and supervision

Together these form the **gross childcare costs**.

Childcare allowance

Childminder childcare is an official form of childcare in the Netherlands.

This means parents may qualify for **childcare allowance**, a government contribution toward childcare costs.

In practice this means that parents receive a monthly allowance from the **Dutch Tax Authority (Belastingdienst)**.

In 2026 the government calculates childcare allowance based on a **maximum hourly rate of €8.49 per child per hour**, depending on household income.

NET CHILDCARE COSTS

After receiving childcare allowance, the remaining amount is the **parent contribution**.

This is the portion of childcare costs that parents pay themselves.

For more information about childcare allowance visit:

<https://www.government.nl/>

Of scan de QR code:





60|

CLOSING

HOUSE RULES:

| CLOSING

*Hier sluiten wij af. Bedankt voor uw belangstelling!
Hopelijk gaan Ons saam snel saam verder.*

Thank you for taking the time to read through these house rules.

And honestly — writing them was quite a task as well, especially for my husband **Joop**. So thank you for that.

We have prepared these house rules with the greatest possible care. However, it may still happen that something is incomplete or incorrectly described.

In such cases we will review the situation and determine what is necessary to resolve the issue.

In every situation we will strive to find a solution in which the **health, safety and wellbeing** of the children always come first.

Signed,

Patricia Kanters

Gastouderopvang Ons Saam

