

Terms and Conditions of Stichting Kinderopvang Solidoe

Contracts / Calculation of Childcare Costs and Payment Method:

The applicable placement agreement specifies the average number of childcare hours and the costs per full month. You will receive an invoice for this amount each month. In the month that your child starts or leaves, if it is not on the 1st of the month, the charges will be prorated. The portion of the month to be invoiced is determined by the number of days your child is enrolled in that month compared to the total number of available days in the month. This may vary by month and by weekday.

The childcare costs are automatically deducted by direct debit at the end of the preceding month. If you have not authorized direct debit, there will be a payment term of 14 days.

National holidays and the day after Ascension Day will be charged to you on the invoice.

Duration:

The starting point is that the agreement is made for the maximum duration for the agreed type of childcare: for daycare until the day your child turns four years old, and for afterschool care until the day your child starts secondary education. However, a shorter duration of the agreement may also be agreed upon, with a maximum duration of 1 year. In such a case, the agreement can only be extended in writing. If your child starts primary school after their fourth birthday, the agreement must be extended upon your timely request. Solidoe will confirm the extension if the placement is still available.

Cancellation:

You can cancel the agreement between the start date of the agreement and the start date of the childcare. You will be charged cancellation fees, which will never exceed the amount due for the applicable one-month notice period.

Termination:

The notice period with Solidoe is 1 month, starting from the date you inform us in writing.

Payment and Non-payment:

You are required to pay Solidoe according to the agreed terms. If payment is not made within the payment term on the invoice, you will be in default the following day, without the need for a formal notice of default. Solidoe will send you a written payment reminder, giving you the opportunity to pay within 14 days.

After a warning, Solidoe is also entitled to unilaterally terminate the placement if you have been in default for 2 months.

Holiday Credit and Extra Childcare:

Parents receive holiday credit for all national holidays and the Friday after Ascension Day that fall on their contracted days. The credit is granted 30 days prior to the relevant holiday and is valid for one year (365 days). Your accumulated credit is visible in your Parent Portal and Parent App and can be used to request an extra day.

The credit is child-specific and linked to the type of childcare. You cannot transfer the credit to other children, and if your child switches to a different type of childcare, the previously accumulated credit will expire.

If your child switches locations, the accumulated credit remains valid. After the last contract day, you can no longer use the credit. In the case of mid-term changes to your contract or partial cancellations, the credit will be adjusted proportionally.

Unused credit expires at the end of the validity period (365 days after the credit is granted). This credit is not redeemable for cash. No rights can be derived from this service, and it is subject to availability in your child's group.

These terms and conditions may be changed unilaterally by Solidoe. If the promised service is substantially altered as a result, the parent has the right to terminate the agreement according to the applicable notice period.