

Terms and Conditions of Stichting Kinderopvang Solidoe

Contracts / Calculation of Childcare Costs and Method of Payment:

The applicable placement agreement contains the average number of childcare hours and costs per full month. You will receive a monthly invoice for this. If your child starts or leaves childcare on a date other than the first of the month, the invoice will be calculated on a pro-rata basis. The billable portion of the month is determined by the number of placed days in relation to the number of available days in that month. This may vary per month and per weekday.

Childcare costs will be collected by direct debit at the end of the preceding month. If you have not authorized a direct debit, a payment term of 14 days applies.

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

Duration:

The default term of the agreement is for the maximum duration applicable to the agreed type of childcare: for daycare, until the day your child turns four; for after-school care, until the day secondary school begins. A shorter agreement period can be agreed upon, with a maximum duration of one year. In such cases, the agreement can only be extended in writing. If your child starts primary school later than their fourth birthday, the agreement must be extended upon your timely request. Solidoe will confirm the extension if a placement is indeed available.

Cancellation:

You may cancel the agreement between the signing date and the actual start date of childcare. A cancellation fee will apply, but it will never exceed the payment due during your notice period of one month.

Termination:

The notice period at Solidoe is one month, effective from the date you notify us in writing.

Payment and Non-Payment:

You are expected to pay Solidoe according to the agreed terms. If payment is not received within 15 calendar days of receiving our reminder/letter, we are, according to Article 12 section 4, Article 9 section 7, and Article 6 section 3 sub b under i. of the BMK, entitled to terminate childcare if the payment is overdue by two months.

Holiday Credit and Extra Care:

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

The credit is child-specific and tied to the type of care. It cannot be transferred to other children, and if your child switches to a different type of care, previously accrued credit expires.

If your child changes location, the credit remains valid. After the final contract day, you can no longer use the credit. In the event of mid-term changes to your contract or (partial) termination, the credit will be adjusted proportionally.

Unused credit expires at the end of its validity (365 days from allocation). The credit cannot be exchanged for money. No rights can be derived from this service, and it is subject to availability in your child(ren)'s group.

Solidoe reserves the right to unilaterally change these terms and conditions. If the promised service is fundamentally altered as a result, the parent has the right to terminate the agreement in accordance with the applicable notice period.