

WRITTEN AGREEMENT

CONTRACT PARTNERS

Contract partner from one side:

Baby Louise inc.

Company number: 0842 369 675

Address: Avenue Louise 119, 1000 Bruxelles

Manager: Mouna Ayari / telephone number: 04 88 24 86 69

Supervisor/Pedagogical Coach: Zajneb Taieb Mokaddem / Telephone number: 04 97 92 59 84

Day-care centre telephone number: +32 2 544 08 00

Contract partner from the other side:

INFORMATION OF THE FATHER

Family name:

First name:

Occupation:

Address:

Work hours:

Telephone number:

Mobile:

INFORMATION OF THE MOTHER

Name:

First name:

Occupation:

Address:

Work hours:

Telephone number:

Mobile:

EMERGENCY FAMILY CONTACT DATA

Family name:

First name:

Relationship to the child:

Telephone number:

Address:

MONTHLY SUM, WARRANTY AND PAYMENT METHOD

Monthly price

- 980 euros (4 days/week)
- 1050 euros (5 days/week)

Attention: The first month is paid in cash only. You will receive proof of payment.

Included in the price:

- Diapers
- BIO food
- Professional activities (Yoga, psychomotricity, music session, baby massage)
- Care (Ointments, physiological serum, etc)

Not included in the price, provided by the parents

- Milk powder
- 2 baby bottles
- Spare clothes
- Pacifier and stuffed animal (if the baby is already using it)
- Medicine prescribed by the paediatrician
- Sleeping bag

Warranty

- 980 euros (4 days/week) times two
- 1050 euros (5 days/week) times two

The warranty will be deducted from the last two monthly payment, if the notice period of 3 months was complied with. Both the day-care centre and the parents have the right to terminate the contract, compliant with the notice period of 3 months.

The warranty will not be refunded in case of contract termination, except in cases of unavailability (Force Majeure)

The warranty shall be transferred to the following bank account number of the day-care facility Baby Louise inc.: BE-05/0016-6191-8275.

The period of notice will be complied with or paid in whole.

Payment method:

- Direct debit payment
- Automatic bank transfer
- Monthly manual transfer

Day-care bank account:

BABY LOUISE inc.

Bank account number: BE – 05/0016-6191-8275

The sum needs to be paid on a monthly basis with the family name and first name of the child mentioned. This monthly sum has to be paid in advance on the 1st of each month, or on the 5th of each month at the latest.

REGULARITIES FOR CHANGING THE DAY-CARE PLAN

The day-care can only be changed one-way from 4 days/week to 5 days/week. This change of plan has to be agreed upon before the start of a new month.

If the parents intend to change their current day-care plan, a request has to be submitted to the authorised agents (Mouna Ayari or Zajneb Taieb Mokaddem). The parents will receive a positive or negative answer within a week's time.

If in case of inevitability (Force Majeure) the parents wish to reverse their plan from fulltime 5days/week to 4days/week, a meeting will be held with the manager or supervisor to discuss the matter further.

ADJUSTMENT WEEK

The adjustment week is a very important phase for parents, children and day-care centre alike. All involved parties will be getting to know each other better within that period. A time table will be made for the adjustment week, taking into consideration the parents' schedule.

Time-table:

1st day: 1 hour with the parents and their child

2nd day: 1 hour at noon with the parents and their child

3rd day: A morning alone with the child from 9h30am until 12h30pm

4th day: An afternoon alone with the child from 02h30pm until 05h30pm

5th day: A whole day alone with the child from 9am until 4pm.

Early start of the adjustment week

If the parents wish to commence the adjustment period a week prior to the official start, an arrangement can be made. A small fee has to be paid for the arrangement.

For an extra adjustment of 1 week: 262,50 euros

For an extra adjustment of 2 weeks: 525 euros

ATTENDANCE REGISTER

The day-care centre Baby Louise operates with an attendance register system called AARON. This system registers all arrivals and departures of children from our facility. At the starting day of your child in our facility, the child will be given a unique QR-code and a badge.

After the registration of the child, the parents shall receive a day-care allowance entailing a fixed sum per day or per half-day of attendance of the child in our day-care centre. The pay-out lies under the responsibility of the concerned agencies administering the “Groeipakket”, this fixed sum amounts to 3.29 euros per day.

EXTRA INFO

COMPLAINTS - SERVICE

In case of complaints, the parents may, at any time, call on the supervisor Zajneb or manager Mouna whom are always present during business hours at the day-care centre. They are also always reachable via their respective phone numbers.

The parents may also opt to fill in a complaint-form as an alternative. This form can be found inside the living quarters of the facility with the complaint procedures as well as inside the regulations document.

The parents can also submit their complaint to:

Kind en Gezin, agency for Opgroeien

Avenue Hallepoort 27, 1060 Brussels

E-Mail: klachtendienst@kindengezin.be

Telephone number: 02 533 14 14

Equal termination modality

The contract holder as well as the organiser, who have committed a serious contract breach, will not pursue reimbursement or the right to a notice period, even if “Kind en Gezin” has terminated the license of the day-care facility.

Facility access and quality manual

All parents have the right to enter every room inside this facility where their child is allowed to go. Parents can reread our vision and pedagogical policy via our quality manual which can be found in the living quarters inside the day-care centre.

Information sheet

An information sheet is prepared for each child containing their personal data and that of their parents. This sheet will be filled in together with the parents and it will be kept inside the facility’s living quarters. The parents have the right to look into the information sheet of their child and edit it if necessary.

APPENDIX

The household regulations of the day-care facility from..... is an attachment to the written agreement. These regulations entail agreements and rules pertaining to all registered children and their parents. The parents declare with a signature that they have received and acknowledged the household regulations.

Every alteration (e.g.: cost, opening hours, holidays, etc) made to the regulations will be communicated to the parents with at least 3 months prior notice.

SIGNATURE DECLARING RECEIPT AND ACKNOWLEDGEMENT OF THE REGULATIONS

This written agreement is made in 2 copies, signed on

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Parents' signature

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Facility's signature

Important documents

Child's health book + vaccination card

Doctor's certificate attesting to the child's health

Contact details: Kind en gezin

Address: Hallepoortlaan 27, 1060 Brussel

Telephone number: 078 150 100

Via the contact form on the website: <http://www.kindengezin.be/formulieren/contact.jsp>