

RULES AND REGULATIONS

1. Definitions

- "Client": the person or company that hires Tante Marloes' childcare services during an event.
- "Location": the open or closed space that is available for childcare services during the event.
- "Childcare services": temporary childcare services during the event for children from 10 weeks to 13 years old that take place at the event itself.

2. Services

- "Tante Marloes" will provide the following services for childcare:
- Temporary childcare services on site for one day or several days when needed. These services are intended for children of ages 10 weeks up to 13 years old.
 - All materials for the childcare services. This includes toys, arts and crafts, games, (baby) needs, etc. This excludes the location and any fixtures and furniture.
 - A (voluntarily) daily programme for the children with arts and crafts, playing games, etc. The childcare provider will offer these activities.
 - Provide advise on the possibilities for childcare services on site.
 - Provide breakfast, lunch and/or dinner for children if requested by their parents. Parents can make that request by filling in our form online or telling us at least one day before childcare services will start for their child(ren). The costs are €5,00 per child per meal.

3. Conditions

- The childcare services are for children of ages 10 weeks up to 13 years old only.
- Childcare services for children under the age of 3 years will always be led by at least 2 childcare providers, towards safety of child and childcare provider.
- Tante Marloes will be responsible for professional childcare services by experienced, qualified childcare providers. The number of childcare providers will depend on the number of children. We follow the Dutch childcare law ratio.
- It is not allowed to provide additional childcare providers at the location.
- At any time there will be an extra childcare provider at site, in case any non-registered children require childcare services.
- The services can not proceed without a signed contract by both parties, specifying the details of the required services.
- Conditions regarding the location:
 - o The room where the childcare services are held should be for childcare services only.
 - o There has to be $\pm 3,5 \text{ m}^2$ per child available.
 - o There can be no dangerous objects for children on location.
 - o The location should have a clean and even floor.
 - o The location has to be near toilet facilities.
 - o The client will provide precautionary measures for all children and childcare providers at the childcare service location during the event. This includes a fire extinguisher.
 - o It should be possible to enclose the location, so no children can leave the location without supervision.

4. Duration and ending of the contract

- The client will receive a preliminary quote. Upon approval, the contract will be send.
- De date and duration of the childcare services will be registered within the contract.
- Cancellation can only be in writing. Cancellation fees:
 - o Up to 30 days before the childcare services will start, cancellation is free of charge.
 - o 30-14 days before the childcare services will start, we charge 50% of the total amount.
 - o 14-7 days before the childcare services will start, we charge 75% of the total amount.
 - o 7-0 days before the childcare services will start, we charge 100% of the total amount.

5. Legal responsibility

- Tante Marloes takes responsibility for its childcare providers, their materials and daily activities.
- Tante Marloes is not responsible for any damages or accidents caused by visitors or other personnel at the event. Only the parents have access to the childcare location. No other participant will be allowed access.
- Tante Marloes is not responsible for any damages or accidents caused by children at the childcare location. The parents will be responsible for any damage their children will cause at all times.
- The client will not be responsible for registered children during the event in case of any damages or accidents.
- Moreover the client will not be responsible for the childcare providers and the children attending the childcare services.
- Tante Marloes has liability insurance, but is only liable up to the maximum fee.

6. Payment

- After the event, the client will receive an invoice for the childcare services. The invoice should be paid within 14 days, unless specified otherwise.
- If the quote exceeds € 2000,00 excluding tax, Tante Marloes will send an invoice for 20% down payment prior to the event. This invoice needs to be paid at least 7 days before the event will start.
- When a down payment is sent prior to the event, the other 80% will be sent on a final invoice after the event.
- If the total amount is not paid within 14 days after invoicing, Tante Marloes will send a reminder. After 21 days, a second reminder will be sent, plus € 7,00 administrative expenses. If a third reminder after 30 days is necessary, another € 7,00 administrative expenses will be add to the invoice, plus 8% interest over the total amount of the invoice, per month. After this, we will deploy a debt collection agency. All the additional expenses will be charged to the client.