



F.A.Q.

Big Ben Kids

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How can I apply for childcare allowance (subsidy) with Dutch Tax Offices? How much will I receive?

Please click [here](#) for more information. At our own website, we do have a calculator to make a quick calculation. You can find it [here](#).

Can I have a contract at several Big Ben Kids locations?

A contract for your child attending two or more Big Ben Kids locations is possible. You can even combine a contract of a Zo Kinderopvang location (Dutch spoken) and a Big Ben Kids location. Please notice there will be different rates.

Can I only subscribe for a limited time only? For example two months?

Of course, you are always welcome with us.

My child has an after school contract for 40 or 46 weeks per year. Why do I get an invoice for the periods of July and August?

At Big Ben Kids, we send an invoice on a monthly basis. The monthly fee is spread over the whole year. This has several reasons: you secure your spot at Big Ben Kids and you will have a continuous child allowance.

Your 46 weeks contract for after school states it does not cover the six weeks of summer holidays. Is it possible to have the six weeks distributed during the full school year?

Yes, you can choose which holiday weeks are part of the six weeks holiday. Study days and strike days are not marked as holidays.

If my child has a 40 or 46 weeks contract, and I want him/her to attend some days during the summer holidays. Will I pay the fee for the summer camp?

If you have spent all your holiday weeks, you have to pay the fee for the summer camp. In case you have not spent all your attending weeks, summer camp is free of charge. Extra days beside your contract must be paid extra.

My child has missed a day at afterschool care. Can I swap that day for another day?

- *Swap days can only be used when the total number of children and the total number of childcare professionals in the group permit this. The maximum number of children per childcare professional may not be exceeded.*
- *Childcare days can only be swapped for ones that are comparable in terms of hours and type of childcare. This means: a whole day for a whole day, a half day for a half day, a regular after school care afternoon for a regular after school care afternoon and a long after school care afternoon for a long after school care afternoon.*
- *Swap days lapse automatically at the end of each quarter or at the end of your contract.*
- *A regular childcare day that has been cancelled less than one working day in advance cannot be used as a swap day. If you cancel the day later than this, we can no longer adjust our occupancy.*
- *Study days are excluded from our day swap service. It is therefore not possible to swap a holiday for a study day. We offer a reduced rate for study days to accommodate parents: 25% discount on the hourly rate of your contract.*

Can I stop the contract temporarily and then re-register my child?

We do have a cancellation period of one month. Ending your contract must be done in writing addressed to the general manager. You are always welcome to re-register, but please bear in mind that we cannot secure a spot for your child after cancellation of the contract. Especially during summer periods, this might become an issue.

Can I switch from a 52 weeks after school care contract to a 40 or 46 weeks contract? Or the other way around?

Changes in contract can be done any time of the year, of course within the limits of contracts your location offers. Please be aware that a 40 and 46 weeks contract also has a 12-month invoice system. In all cases, a one-month cancellation period is valid.

Can I switch the days or the number of days per week in the contract?

Of course, you can change the numbers of days or the attending days in your contract. Please notify the general manager in writing. An extension of the contract can be effective when the child-teacher ratio allows this. The General Manager is more than happy to help you with the possibilities. Reducing the contract holds a cancellation period of a month.

How does the payment work?

Invoices can be paid by via direct debit or manually via bank transfer with reference to the invoice and debtor number. You cannot pay by credit card or cash.

Why do study days and strike days are invoiced separately?

Study days (and strike days) are excluded from all after school care contracts because the number of study days differ considerably per school and even per year. Study days are therefore invoiced separately depending on the extent to which you make use of our services during these days. This means you only pay for the study days you actually use, which is only fair. If you already use after school care hours on the relevant study day, these will of course be deducted.

Do I have to pay extra for the pick-up service you offer? What happens if my child comes from a different school (where you do not provide a pick-up) and I have to fix the pick-up myself? Will I get a discount?

Pick-up service from the dedicated schools is part of our service to you. We have trusted taxi companies we can recommend and with whom parents already work with. We cannot provide a discount as pickup is a fixed part of our pricing.