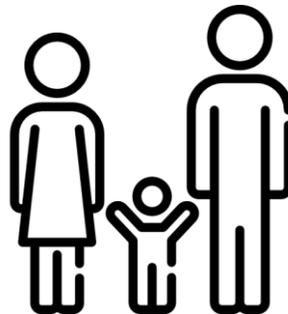


SUMMARY OF

OPERATING RULES

Municipal childcare establishments

Discover the main points
of the operating rules
for the childcare centres
in the City of Rennes



CHILDCARE AT THE CRÈCHE

Why do I have to clock-in using the badge reader each day?

The **badge reader** makes it possible to record your child's hours of attendance. The clocking-in must be performed by the person accompanying the child and always in his/her presence:

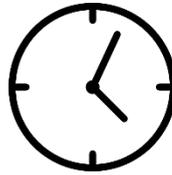
- **when you arrive at the crèche,**
- **and after collecting your child from his/her unit before leaving the crèche.**

If your child is being looked after in a family crèche, the calculation of the number of hours attended is performed jointly along with the childcare assistant.

How are the hours of attendance calculated?

They are calculated in half-hour segments

For example, a contract from 8:30 AM to 5:30 PM represents 18 half-hours, i.e. 9 hours invoiced.



What are the arrival and departure times to be observed if my child is being looked after on a half-day basis in a community crèche?

It's important **to** take account of your child's rhythm and the activities at the crèche:

- **For a morning childminding session,** you are advised to arrive **before 10 AM,**
- If your child isn't having his/her meal on site, departure is recommended **before midday** (before lunch),
- For an afternoon childminding session, you are advised to arrive **between 1 PM and 2 PM** (before the afternoon nap).

Who can collect my child if I am absent?

Only those persons authorised by the parents, possessing parental authority and aged at least 16 years old.

Up to what age can my child continue attending the crèche?

Up to their 3rd birthday or up to 31 July of the year underway for those children who don't yet have a school place.

Are the handovers counted as part of my child's childcare hours?

Yes, **which is why** it's very important to allow **at least 10 minutes** before your child's departure time to be able to discuss how the day went with the childcare professionals and to collect your child's belongings.



Are the crèches closed during the year?

Yes, the **list of closure dates** will be supplied to you when you sign the childminding contract. You will not be billed for these closure dates.

CONTRACTUAL ASPECTS

What am I committing to in the childminding contract?

- The daily **timeslots**: your child's arrival and departure times,
- The **number of hours** reserved per month,
- The **number of weeks** your child will attend,
- The **scheduled absences** of your child, outside the childcare establishment's closure periods.



How can I book with the crèche if I am unaware of my timetable from one month to another?

In the childminding contract, you commit to an average number of hours per week. You then update your reservation by providing **your work schedule at the latest by the 15th of each month** for the following month.

What is the length of the childminding contract?

A contract is signed for a maximum of **one calendar year**. It is tacitly renewed from year to year. Renewal will result in the signature of a new updated contract (reservations and prices). For those joining during the year, the contract is signed until 31 December.



Can I ask to modify my contract?

Yes, for unavoidable reasons related to changes in working days, hours or holidays and subject to the crèche's possibilities. **A minimum notice period of one month** applies.

What should I do if I want to pause my contract?

You should submit **written notice** at least 2 months in advance.

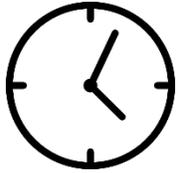
If you are moving out of Rennes, your child is allowed to continue attending the crèche for a maximum of 2 months after the date scheduled for your move.

On what grounds can the crèche terminate a contract and how quickly?

- Non-compliance with the operating rules,
- An unjustified refusal to have compulsory vaccinations performed,
- The child's unjustified absence for more than 2 consecutive weeks,
- Inaccurate declarations concerning parental authority, financial resources, residency in Rennes or the family situation,
- The non-payment of invoices despite reminders.

The contract will end one week after the sending of a letter by registered post.

What will happen if I don't keep to the times stipulated in my contract?



The crèche may demand the **revision of the contract** if the hours are frequently and regularly exceeded or if attendance falls. If the hours are to be exceptionally exceeded, this must be approved no later than the previous day by the crèche.

When my child's crèche is closed, can I request that he/she be minded in a crèche which has remained open?

Yes. This request will then be considered by the crèche. **According to availability**, your child will be proposed a place in a community crèche or with a childcare assistant.

His or her temporary placement in another crèche will result in the signature of a contract valid for the entire period of his/her placement in the replacement crèche.

What are the notice periods to be observed if I do not wish to send my child to the crèche?

In the case of a foreseeable absence, the following **notice periods** must be observed:

- 1 week minimum for an absence of less than 4 days,
- 2 weeks minimum for an absence of 4 days and more,
- 6 weeks for an absence during the small school holidays,
- Before 31 March at the latest for absences between 1 July and 31 August.



If my child is only being minded on an occasional basis, can I cancel my reservation?

Yes. You must inform the crèche **at least 48 hours beforehand** and you will not be billed for the reservation.

In the case of a no-show by you, your child's place may be proposed to another child after half an hour has elapsed after the expected arrival time. You will be billed for the reservation.

How is my price for crèche services calculated?

You will pay an **hourly rate determined based on the Cnaf's annual pricing scale** calculated according to the number of dependent children you have and your family's financial resources. For this reason, the crèche must be informed of any change in your social or family-related situation to enable them to update your contribution rate and to recalculate the hourly rate.

For example: In 2021, if you have one dependent child and a monthly income of €2,000, the contribution rate is 0.0615%.

Your hourly rate = €2,000 x 0.0615%, i.e. €1.23 per hour.

How are the attendance hours invoiced?

The attendance hours are invoiced in half-hour segments.

For **normal childminding**, the monthly invoice corresponds to the **number of hours agreed in the contract**. It includes possible overruns (beyond the 10 minutes tolerated) and deductions for cancellations on condition that the notice periods are respected. Each half-hour slot commenced is payable after the first 10 minutes. The first 4 hours of adaptation time are free.

For **occasional childminding**, the invoice corresponds to the number of **hours reserved** with the crèche, following the deduction of any possible cancellations made within the preceding 48 hours.

For **emergency childminding**, the invoice is based on the **hours actually used**.



In which cases will my child's absence qualify for a deduction off my bill?

Your child's absence can give rise to a deduction if you have observed the **notice requirements** or have produced supporting evidence in certain situations:

- Additional days absent over and above the holidays scheduled in the contract,
- In the case of illness, from the 4th day absent,
- In the event of hospitalisation,
- A medical appointment for a disabled child,
- In the case of family-related events (the death of family member, a birth, etc.).

If the childminding hours are less than those stated in my contract, will I receive a deduction?

No, the invoice is based on the **hours reserved** in the contract, excluding the scheduled and deductible absences.

Can I contest an invoice?

If you note an error, you must inform the crèche **within a maximum of 3 months** following the date of receipt of the invoice. The adjustment will be made on the invoice for the month following the complaint date.