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## SEA de l'EIDE – Differdange & Esch/Alzette

### Internal regulation 2024/2025

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Dear parents, dear children,

It is with great pleasure that we present you with the Internal regulations of the education and care service (in French, “*service d'éducation et d'accueil*”, hereinafter referred to as “SEA”) of Differdange and Esch International School (*École internationale de Differdange et Esch*, or EIDE). The SEA provides extracurricular care to children on the school premises, from 6.30 am to 7.00 pm, thus enabling families to better reconcile family life and professional life.

This service is open to all children attending the International School, be it in Differdange or in Esch/Alzette, and for whom an application for admission has been made, as long as there are places available.

The SEA is managed by the non-profit organisation “Service d'éducation et d'accueil de l'Ecole internationale de Differdange” and is responsible in particular for:

- welcoming, caring for, supervising and providing socio-educational support to the children enrolled, in accordance with our pedagogical concept and within the framework of the services described in article 1 of the “Childcare contract”;
- financial management (billing, etc.) of the services offered;
- staff management.

The educational team is composed of several educators and socio-educational assistants. The administration staff consists of a director, several deputy directors as well as an administrative office.

The premises of the SEA are part of the International School site. Children attending the Differdange school are welcomed by the SEA of the Differdange International School, whilst the children attending the Esch/Alzette school are welcomed by the SEA of the Esch/Alzette International School.

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## 1. OPERATION

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### **1a. Admission and registration at the SEA**

All admissions to the SEA are made by means of a duly completed enrolment form and the signature of a childcare contract. The **registration form** sets out the time slots for which the child is registered and provides the SEA with all the necessary personal information about the child. The childcare contract, which is signed subsequently, governs the relationship between the parents and the SEA. The present internal regulations form an integral part of the childcare contract.

The registration form is only valid if it is accompanied by the required supporting documents. The following documents must be provided:

#### **Compulsory documents:**

- Registration form
- Regular attendance form (appendix 1) / Irregular attendance form (appendix 2)
- For each employed person living in the child's household, a work certificate duly completed and signed by the employer certifying their working hours (appendix 3)
- Copy of the identity card of the persons with the right to education
- Copy of the childcare service-voucher system ("*Chèque-Service Accueil*", hereinafter referred to as CSA) membership card
- Copy of the child's vaccination card

#### **Additional documents, to be provided where applicable:**

- Copy of the identity card of the persons authorised to pick up the child
- Parental delegation form for an act of assistance, in the case of administration of medication to be delegated to SEA staff (appendix 4)
- Medical prescription (must be attached to appendix 4)
- Information form on food allergies/intolerances requiring a specific diet and/or on allergies to certain medicines (appendix 5)
- Medical prescription (must be attached to appendix 5)
- Medical certificate stating medical history (heart problems, epilepsy, asthma, diabetes, etc.)
- Parental authorisation for the child to travel alone (appendix 6)
- For each person living in the child's household who is actively seeking employment, a certificate to be requested from their employment administration (ADEM) advisor, stating that he/she is registered as a job seeker with ADEM
- Judgment/referral of right to education
- Employer's certificate stating that the persons living in the child's household have an irregular work schedule (only to be submitted in case of irregular enrolment under the monthly plan)

The SEA is released from any responsibility for any information not provided by the parents.

### **1b. SEA opening and closing days**

The SEA operates all year round, except during

- statutory public holidays in the Grand Duchy of Luxembourg;
- the SEA collective holiday.

The exact closing dates of the SEA are communicated via the website ([www.eide.lu](http://www.eide.lu)).

### **1c. Opening hours and holidays**

The various services are offered every weekday (i.e. from Monday to Friday) according to the following registration and invoicing periods:

#### ***Timetable during the school term for primary school children***

Morning care

- optional enrolment from **Monday to Friday** from 6.30am to 8.15am

Lunchtime

- mandatory enrolment from **Monday to Thursday** from 11.45am to 1 pm for classes P1/P2, and from 1pm to 2pm for classes P3/P4/P5
- optional enrolment on **Fridays** from 11.45am to 2pm for classes P1/P2, and from 1pm to 2pm for classes P3/P4/P5

Afternoon care

- optional enrolment from **Monday to Thursday** from 3.45pm to 7pm for all classes
- optional enrolment on **Fridays** from 2pm to 7pm for all classes

#### ***School-period timetable for children attending nursery school*** (concerns Differdange SEA only)

Morning care

- optional enrolment from **Monday to Friday** from 6.30am to 8.15am

Lunchtime and afternoon care

- optional enrolment from **Monday to Friday** from 1.15pm to 7pm

#### ***During school holidays (nursery school and primary school)***

The various services are offered according to the following registration and invoicing periods:

- optional enrolment from **Monday to Friday** from 6.30am to 7pm

During the school holidays, some excursions may last all day (e.g. from 9am to 5pm). In this case, children can only be registered for the full duration of the excursion. It is not possible to bring the child after the excursion start time or to collect them before the end of the excursion. If an excursion is planned, the SEA will inform the parents in advance.

During the school holidays, SEA reserves the right to welcome all the children on a single site (Esch or Differdange) and to close the other site. In this case, parents will be notified in advance.

**N.B.:**

- All children attending the primary section the International School are automatically enrolled at the SEA during the lunch break from Monday to Thursday during school-term time. On Fridays and during school holidays, enrolment is optional.

- If your child has a place at the SEA and is registered for an extracurricular activity, enrolment at the SEA is automatic for the time slot(s) during which the activity takes place, and the child must remain at the SEA that day after classes. Thus, the child takes a snack at the SEA, is accompanied by the SEA to the activity site and, after the activity, the child is accompanied back to the SEA where he/she can be picked up by his/her parents.

*Special note for extracurricular activities offered by a private club/association (for example Capoeira Team Luxembourg asbl, Club Redboys Handball, fencing club Escrime Sud asbl, Lasep Esch, Music Conservatory of the City of Esch/Alzette): To enable private clubs/associations and parents to maintain regular mutual contact, parents are authorised to pick up their child, at the end of the activity, directly from the room where the activity is taking place. The location of the activity as well as the time at which children can be collected are detailed in the extracurricular activities registration form, which is sent to parents in September. Children who are not picked up directly by their parents at the end of the activity may then be picked up from the SEA, unless otherwise indicated on the extracurricular activity registration form.*

#### **1d. Procedures for registration and registration renewal**

For the 2024/2025 schoolyear, the complete registration file will be sent to parents by e-mail. Parents are invited to return it to the SEA administration. **The complete registration file must be handed in personally to the SEA office at an appointment whose date and time will be chosen online by the parents from among the dates and times proposed by the SEA.**

A complete registration file consists of

- a registration form and its appendices, duly completed and signed;
- the additional documents requested on the registration form.

The childcare contract will be signed by both parties at the time of the appointment for all new registrations.

Any application received after the deadline will be placed on a waiting list and the enrolment will no longer be given any priority.

All the documents must bear the **signature and name** of one of the persons with the right to education.

In the event of divorce or separation of parents with **alternating custody of the child**, a full registration file must be completed and signed by **each parent**.

In order to better meet parent's need and reconcile family, professional and social life during the school year, the SEA offers **two enrolment options**: regular attendance (same schedule every week) or irregular attendance (every week/every month is different).

### **A. Regular attendance form (annual)**

The child is enrolled for the whole school year at the SEA according to the time slots indicated on the table (appendix 1).

During the year, parents may occasionally modify/cancel their child's enrolment using the modification/cancellation form (see points C and E).

If the modification/cancellation procedure is not followed (see point C), the registration periods and meals will be billed in full, even if the child is only present part of the time or not present at all.

School holiday periods, Saint Nicholas Day, as well as other days on which the school is closed (exceptional opening days of the SEA) are subject to specific registration form (see point D).

### **B. Irregular attendance form (occasional/weekly/monthly)**

For occasional enrolments or enrolments that differ from one week to the next or from one month to the next, parents are asked to complete the "Irregular attendance" form (appendix 2) and to send it **by e-mail** to the SEA administration ([sea.secretariat@eide.lu](mailto:sea.secretariat@eide.lu)) at least **one month** before the first day of enrolment.

For organisational reasons, the SEA would ask parents to register their child for as many weeks as possible (for example, for 4 consecutive weeks if they receive a monthly work plan).

For irregular enrolments, at least one of the parents is asked to provide a certificate from the employer attesting to (1) the irregular working hours of the employee and (2) the date on which the employee's work plan for the following month is due. Upon request, a standard copy of the employer's certificate can be provided to parents.

### **C. Modification or cancellation form in school period**

Parents are asked to communicate any change to their timetable using the modification form available from the SEA administration; this form can also be downloaded from the school website [www.eide.lu](http://www.eide.lu) (Home page > École à plein temps > Service d'éducation et d'accueil du primaire, then Esch-sur-Alzette or Differdange section, on the right-hand side of the page, document *Appendix 1.1 Rectification – Registration form regular attendance at SEA Differdange/Esch*).

For organisational reasons, any change or cancellation of enrolment during the school year must be notified **by e-mail** to the SEA administration ([sea.secretariat@eide.lu](mailto:sea.secretariat@eide.lu)) at least **1 month** before the first day of the change. If this deadline is not met, the hours of attendance and meals normally scheduled will be billed, even if the child is absent.

A maximum of 2 requests for changes to enrolment per month may be submitted.

### **D. Holiday attendance form**

With the exception of statutory public holidays and collective holidays, the SEA welcomes children during school holidays, on St Nicholas' Day and EIDE teachers' pedagogical days, as well as on other days when the school is closed.

Due to the specific organisation of these periods, specific registration is required. Registrations must be made at least 1 month in advance. A registration form will be sent to parents by e-mail for each school holiday period. It must be returned by the deadline indicated on the form.

#### ***E. Modification or cancellation during holiday periods***

For organisational reasons, any changes to enrolments for school holiday periods must be notified at least 1 month before the first day of enrolment **by e-mail** to the SEA administration ([sea.secretariat@eide.lu](mailto:sea.secretariat@eide.lu)). If the notification deadline is not met, the hours of attendance indicated on the registration form and the planned meals will be invoiced.

A maximum of 1 request to change an enrolment per school holiday period may be submitted.

#### ***F. Alternating custody for children of separated parents***

In the case of **alternating custody for children of separated parents**, all administrative procedures with the SEA must be **submitted separately by each parent for the weeks during which the child is in their care**:

- each parent must complete and sign a full application form for each child;
- each parent must also complete and sign an attendance sheet for all the weeks during which the child is in their care.

*N.B. Only one parent can sign up for a CSA contract, and this parent becomes the sole holder of the CSA contract. Monthly invoices are therefore automatically issued in the name of this parent for the entire invoicing period (even if the days of enrolment at the SEA have been booked by the other parent). Consequently, for any settling of invoices, the SEA only deals with the CSA contract holder. It is therefore the parents' responsibility to find an arrangement to share the childcare costs between themselves.*

#### ***G. Spontaneous enrolments***

Spontaneous enrolments are possible in case of justified urgency, provided that the childcare facility's capacity and staff organisation allow. The SEA reserves the right to request documentary evidence of the urgency.

Any request for an emergency enrolment should be sent by e-mail to the SEA administration. The office is open from Monday to Friday during the office hours posted at the entrance to the office.

E-mail: [sea.secretariat@eide.lu](mailto:sea.secretariat@eide.lu)

Telephone: (+352) 28 85 72 - 5005 (Differdange site) / (+352) 28 85 72 - 470 (Esch/Alzette site)

## H. Priority list

Due to the limited number of places available for children, a place at the SEA cannot be guaranteed for each child for whom an application for enrolment has been submitted to the SEA administration.

The SEA administration selects enrolment applications on the basis of several selection criteria. In order to benefit from SEA services, the registration file submitted must be complete and contain all the documents requested.

The selection criteria are as follows:

- ✓ complete application submitted on time;
- ✓ working hours of single-parent families (priority 1);
- ✓ working hours of the parents or of the persons with the right to education (priority 2);
- ✓ social inclusion.

The SEA also reserves the right to take into account additional criteria to define the order of priority in the event that, on the basis of the selection criteria listed above, the number of applications still exceeds the number of places available.

Depending on the child's actual presence at the SEA, the SEA administration also reserves the right to cancel the registration for one or more time slots.

## 2. PEDAGOGICAL CONCEPT OF THE SEA

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In general, the pedagogical concept of the SEA is based on an open concept, one of the central principles of which is to allow children to choose for themselves, according to their needs, the activity in which they wish to take part. They are supervised by the educational staff, who are trained to observe the children and respond, whenever it appears necessary, to their individual needs. The spaces made available to the children therefore allow them to play freely, as well as they make it possible for the SEA staff to organise occasional guided activities.

**Play** in its various forms appears nowadays as a method for free discovery and learning which children enjoy. In all its activities, the SEA provides the space and time needed for play, an important learning method. As Arnaud Gazagnes points out through a nice pun in French, play builds the child's identity ("*le JEU construit le JE*"). The SEA offers children a playful approach to a wide range of subjects - such as art, natural science, culture, motor skills, construction... - through experimentation, movement, role-playing and creative work. **Free play** plays an important role in such a pedagogical concept. In its various "function rooms" (construction room, motor skills room, theatre, etc.), the SEA offers a wide variety of free play activities for children, while ensuring that the latter's needs are met.

Beside free play, **extracurricular activities** are also organised. These are supervised activities in which the children take part on a regular basis, usually once or twice a week throughout the school year, such as fencing, capoeira, choir, sport, dance, art, science, and so on.

During lunchtime, various **workshops** are also offered to the children. These are supervised activities in which the children can take part spontaneously. A wide variety of workshops are offered each week - art, reading, crochet and knitting, sports, etc. Workshops can also be organised at the children's request.

By offering permanent opportunities for free play, as well as occasional supervised activities, the SEA perfectly meets the needs of all the children.



The “open-type” pedagogical approach is reflected not only in the children’s play, but also in the organisation of the **meal times**. Lunch is served in several shifts, allowing the children to choose not only when they eat, but also which friend(s) will accompany them to the restaurant. The meals offered to the children include a hot and a cold buffet every day. At the buffet, the children have the possibility to serve themselves and freely compose their plate, while being guided by an educator. Allowing children to choose their own lunch is an essential part of the SEA’s educational approach. In this way, children are given a sense of responsibility. The educator’s role is to guide and advise; under no circumstances is pressure exerted on the child to try all the food. Learning to eat healthily is a long process, based on understanding and curiosity about new things, and definitely not on putting pressure on the child.

### **3. DAILY ROUTINE**

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#### **3a. Welcoming and caring for the children**

The SEA is a place of what is referred to in Luxembourg as “non-formal education”. In a stimulating environment, the SEA fosters educational processes that enable the child to participate actively in daily life, in a self-determined way. The SEA is a place that combines education, care and training.

The SEA supports and encourages children in the following ways:

- observing the child’s progress and development;
- encouraging children to discover their environment;
- offering challenges to children in order to optimise their skills;
- providing an ideal environment for the child’s emotional, social, cognitive and motor development;
- providing a space in which children can make their own experiences.

#### **3b. Morning care**

In the morning, before school starts, children are welcomed at the SEA, where they can start the day gently, either by playing in one of the SEA rooms or by relaxing in a rest area.

When children arrive, parents are asked to accompany them into the building, drop the child’s schoolbag and hang their jacket in the cloakroom and report with their child to the SEA staff in the reception room.

#### **3c. Lunchtime**

At lunchtime, children have the possibility to:

- eat at the buffet;
- choose among the free activities offered in the various “function rooms” (art, drama and role-play, construction games, board games, motor skills, music, relaxation, etc.);
- take part in organised activities (“workshops”).

The **catering service** operates every day during the children's lunch break.

The catering service remains open during school holidays, except on the SEA’s closing days.

The meals are prepared by an external company, supervised by Restopolis (school catering service under the supervision of the Ministry of Education, Children and Youth). The menus are designed to offer children a healthy and balanced diet; they are drawn up by a dietician and comply with the

recommendations of the Ministry of Health (frequency, quantity). The menu plan can be consulted on the [www.eide.lu](http://www.eide.lu) website.

Meals are served in “buffet-style”. Lunch is taken in self-service and, as far as possible, at a time chosen by the child. This system allows children to organise their lunch break independently.

The SEA educational team encourages each child to eat a balanced lunch and supervises the children’s activities.

All matters relating to food allergies and intolerances are dealt with in the "Allergies/Intolerances/Medical history" section (see section 4c).

In accordance with the law and as far as possible, the SEA respects religious or philosophical convictions.

During the school term, a snack is served at around 4pm to children attending the SEA.

During the school holidays, breakfast is served around 8am and a snack around 4pm.

### **3d. After-school care**

From Monday to Thursday, after classes, primary-school children have the possibility do their homework at the SEA. Parents who would like their child to do their homework at the SEA on a regular basis can make a request to the SEA administration. After the homework session, the children go to the SEA playrooms.

From Monday to Friday, extracurricular activities are offered to primary-school children; prior registration is required for these activities. Specific registration forms for these extracurricular activities are sent to parents in September. Registration for extracurricular activities is valid for one or two terms.

On Fridays, classes end at 11.45am (for classes P1-P2) and at 1pm (for classes M1 and P3-P5). After lunch, children can also take part in extracurricular activities or workshops, or go to the SEA playrooms.

### ***Picking up children***

Parents picking up their child must notify the SEA staff of their presence by presenting themselves to the educator in charge of the children's departure list, at the SEA entrance. Parents can choose between two options: either the SEA staff calls the child, who then joins his/her parent at the SEA entrance; or parents are informed of the room their child is in, and then go to the room themselves to collect their child.

Even if the child is playing in the playground, and parents thus see their child when they arrive to collect them, parents are asked to report to the SEA educational staff before leaving with the child.

For organisational reasons, all primary school children enrolled at the SEA in the afternoons can only be picked up **at the earliest 30 minutes after the end of classes**, i.e.:

- From Monday to Thursday, from 4.15pm onwards;
- Fridays, from 12.15pm onwards for classes P1-P2 and from 1.30pm onwards for classes P3-P5.

For organisational reasons, all nursery-school children (concerns Differdange SEA only) enrolled at the SEA for lunchtime can in principle only be picked up **at the earliest 45 minutes after the end of classes**, i.e. from 2pm onwards.

Exceptionally, and for a justified reason, parents may pick up their child directly from school. In this case, parents are required to inform the SEA administration at the latest by noon on the Friday preceding the week for which the exceptional pick-up is requested. The administration reserves the right to ask parents for supporting documentation. Without this prior cancellation of registration, the child will be welcomed at the SEA and parents may collect their child from the SEA at the earliest 30 minutes after the end of classes for primary-school children and 45 minutes after the end of classes for nursery-school children.

### **3e. Supervised study**

The SEA offers a one-hour supervised study session from Monday to Thursday. After the afternoon snack, children who have homework to do go to the dedicated room. Children who do not have homework can go directly to the SEA playrooms.

Parents can make a request to the SEA administration for SEA staff to ensure that their child attends the supervised study.

It is important to know that educators do not force a child who does not want to do homework at the SEA and prefers to do it at home. However, if on several occasions a child does not want to do homework at the SEA, even though their parents have requested that they take part in supervised study, it is important that the educators and the parents discuss the matter to clarify, together and above all with the child, whether the latter must do their homework at the SEA or whether they can also do it at home.

Supervised study provides children with a calm environment in which to do their homework independently, with minimal supervision and support.

The SEA draws parents' attention to the fact that full responsibility for checking homework and making sure that the child has revised subjects for tests lies with the parents. The same applies to signing the class diary.

Supervised study is never offered on Fridays, the day before a vacation or during school vacations.

Children are allowed to leave the activity rooms at any time to study on their own if they wish.

### **3f. Travel from home to the SEA and vice versa**

The child's travel from home to the SEA and from the SEA to home is the responsibility of the child's legal representative.

The legal representative may authorise any other person to collect the child from the SEA. This person must be indicated on the information form.

Only the persons named on the information form are authorised to pick up the child from the SEA. The legal representative undertakes to provide the SEA with a copy of the identity card of the person(s) authorised to pick up the child.

The SEA staff reserves the right to ask the person picking up the child to show proof of identity, and the right to keep the child at the SEA in case of doubt.

Children with a duly completed parental authorisation (appendix 6) are authorised to travel alone. In this case, parents declare that their child is fit to travel alone, and assume full responsibility for their child's travel.

As soon as a child with parental authorisation leaves the SEA facility, they are no longer under the responsibility of SEA staff.

### **3g. Authorisation for activities outside the SEA**

By signing this contract, parents agree to their child's participation in all activities offered by the SEA; they also agree that the child may leave the premises under supervision, on foot, by private car, bus or public transport.

In case of excursions abroad, parents undertake to provide a "parental authorisation" drawn up by the municipal administration.

## **4. IMPORTANT INFORMATION**

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### **4a. Discipline**

Children attending the SEA are strictly forbidden to leave the school premises. Parents will be notified by telephone in case of a registered child's absence.

Repeated disciplinary problems by a child or disruptive behaviour within the SEA will result in a meeting between parents and SEA staff to find the best possible solution for the parties concerned.

The SEA reserves the right to exclude the child temporarily or permanently from the SEA.

### **4b. Late arrivals**

Parents are kindly requested to respect the time slots for which their child is registered at the SEA and to collect their child during SEA opening hours. In the event of lateness, it is essential to inform the staff so that they can organise themselves accordingly and inform and reassure the child.

### **4c. Illness**

#### ***General conditions***

The SEA does not provide services for sick children.

In the event of a child's absence due to illness, **the SEA administration must be notified by telephone or e-mail on the day of the absence, between 7am and 8am.** Any absence exceeding three days must be justified by a medical certificate.

The SEA must be notified of the absence:

- by telephone,  
(+352) 28 85 72 - 5005 for Differdange,  
(+352) 28 85 72 - 470 for Esch/Alzette,  
or
- by e-mail, to [sea.secretariat@eide.lu](mailto:sea.secretariat@eide.lu).

In the event of the child's absence during the school year, the school secretary must also be informed.

The child's legal representatives are responsible for finding childcare for their sick child (the SEA recommends the "Krank Kanner Doheem" service, tel.: (+352)48 07 79, <http://fed.lu/wp/services/skkd/>).

SEA staff will contact the legal representatives, should the child be taken ill at the SEA during the day. If the legal representatives cannot be contacted, the SEA will contact one of the other persons listed in the registration file and who have the right to collect the child.

The SEA may decide to carry out any intervention that it deems necessary to ensure the child's well-being. The staff also reserve the right to contact a doctor or hospital on-call, to call in the emergency services and, if necessary, to authorise hospitalisation. Parents will be informed as soon as possible.

In the event of a nuclear accident, the SEA follows the instructions of the Ministry of National Education, Childhood and Youth. On the orders of the official crisis unit (« *Cellule de Crise* ») and in accordance with the recommendations of the Minister of Health, the SEA may distribute iodine tablets (65mg) to each child.

In the event of suspected child abuse or maltreatment, the SEA is obliged to report it immediately to the competent services.

### ***Administration of medication***

Medication is only administered with the written consent of the parents (see appendix 4, "Parental delegation form for an act of assistance" form) and on production of a recent medical prescription.

Parents are requested to provide the SEA with a medical prescription specifying the exact dose to be administered to the child and the length of time the medication is to be taken, and to note the child's name on the medication.

This measure applies to all medicines, including homeopathic and over-the-counter products.

For safety reasons, children are not allowed to carry any medication with them, and under no circumstances should they take medication on their own.

### ***Daily care***

As part of daily care and in the event of a fall and/or injury, the educational staff reserves the right to use the following products:

- saline solution
- plasters and bandages
- cold compress
- running water

On sunny days, SEA educators may decide to apply sunscreen to the children. However, it is strongly recommended that parents apply sunscreen to their child in the morning, before they arrive at school/at the SEA. The sunscreen used by SEA educators is of the "hypoallergenic" type. If parents do not wish that sunscreen be applied to their child, the child can bring their own sunscreen, which can be kept in the schoolbag and applied independently.

### ***Allergies/Intolerances/Medical history***

To enable SEA staff to best protect the health and safety of each child, parents are asked to inform the SEA of any food allergy or intolerance, as well as any pathology affecting the child's diet (food allergy(ies), diabetes...), so that a solution meeting the child's needs can be found together.

Allergies and intolerances must be certified by a medical certificate, and must also be notified by means of appendix 5, "Information form on food allergies/intolerances requiring a specific diet and/or on allergies to certain medicines", which must be submitted at the time of registration. Parents who do not submit the "appendix 5" form or the medical certificate acknowledge and accept that the SEA will assume that the child has no allergies; by not submitting these documents, the parents implicitly declare themselves fully responsible for the consequences of this omission, both for their own child and for other children, staff and third parties.

At the time of registration, the SEA administration must also be informed of the child's medical history (heart problems, epilepsy, asthma, diabetes, etc.). Any subsequent change in the child's state of health must also be communicated to the SEA in writing.

### **4d. Protection of personal data**

The institution informs the legal representative that all the information requested via the registration forms and other questionnaires is kept in hard copy and recorded in an electronic database. The data stored in this way is necessary for the smooth running of the SEA's work.

The legal representative must inform the SEA immediately of any change to the child's address, telephone number, state of health, etc.

During their stay at the SEA, children may be photographed and/or videotaped, either inside or outside the premises. This audio-visual material may be used for internal and/or external publications. If the legal representative does not agree to their child being photographed or videotaped, they must explicitly state this on the registration form by ticking the box indicating this refusal.

In accordance with the law, data will be destroyed as soon as it is no longer required, and after 10 years at the latest.

### **4e. Hygiene**

Children can bring a small kit containing a toothbrush, toothpaste and a cup with their name on it. Children who wish to brush their teeth do so independently; there are no specific instructions on this subject from SEA staff.

### **4f. Children's personal belongings**

It is recommended that children do not bring personal objects (such as toys, cell phones, smartwatches, etc.) to the SEA. If a child does bring a personal item to the SEA, the item must be stored in the child's school bag and may not be used during the child's time at the SEA.

## 5. RATES

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### **5a. Parents' financial contribution to SEA operating costs**

As of September 1, 2022, the terms and conditions of the CSA system have been modified, following the introduction of a partial gratuity of and a reduced parental financial contribution to childcare. This measure does not apply to school vacation periods, nor to childcare hours before 7am and after 7pm. For further information, please visit <https://men.public.lu/fr/enfance/02-cheque-service.html>.

*Important note on billing for summer months:* From 2022 onwards, the EIDE **summer school vacations** slightly differ from Luxembourg school holidays: the EIDE school vacations start one week earlier in July and end one week earlier in September. The terms and conditions of the CSA system apply to the Luxembourg school vacation periods, and not specifically to the EIDE school vacation periods, which may have an impact on invoicing for the summer months at the EIDE SEA.

Invoicing for services ordered by the legal representative is based on:

- booked modules (appendices 1 or 2);
- lunches (appendices 1 or 2);
- additional attendance.

Exempt from billing are:

- registrations cancelled in writing at least 1 month in advance;
- days of absence due to illness for which the SEA has been notified no later than 8am on the day of absence;
- days of absence due to illness exceeding 3 days for which the SEA has been notified by 8am on the first day of absence at the latest, and for which a medical certificate has been submitted as soon as possible.

Parents' financial contribution is calculated according to the terms and conditions of the CSA system. In the absence of a CSA contract, the maximum applicable rate will be invoiced. Expiry of the CSA contract without renewal will automatically result in billing at the maximum hourly rate set by the Ministry of Education, Children and Youth. For further information, parents can consult the following website: <https://www.accueilenfant.lu>.

The amounts due are payable, on receipt of the invoice, to the SEA account:

- Name of association: "Service d'éducation et d'accueil de l'École internationale de Differdange a.s.b.l."
- Head office: L-4573 Differdange 6, rue John Ernest Dolibois

The amount due is to be transferred to the bank account number shown on the invoice generated by the State, namely:

- Bank: BGL BNP PARIPAS
- BIC: BGLLULL
- Differdange site: IBAN LU81 0030 3435 0663 0000
- Esch/Alzette site: IBAN LU93 0030 3435 0668 1000

In the event of non-payment, the SEA sends a first reminder by registered letter, followed by a garnishment procedure.

For certain activities (excursions, summer camps, etc.), parents may be asked to pay a supplement. In such case, a detailed programme will be sent to them in due time, together with a separate registration form. Excursions may last the whole day.

At the parents' request, the SEA will provide them with a certificate to enclose with their tax return.

### **5b. Billing**

Each reserved slot of attendance and each reserved meal is billed according to the current terms and conditions of the CSA system.

Any attendance exceeding the time for which the child is enrolled will be billed. Repeated late arrivals of the parents after 7pm will be charged 15 euros per quarter-hour delay.

All cancellations or modifications not respecting the notification deadlines will be billed.

In the event of absence due to illness and duly notified to the SEA, parents will not be billed for reserved attendance hours and meals. Hours of absence due to illness for which the SEA has not been notified within the time limit (see point 5a.) will be billed.

When a child is registered for an extracurricular activity, he/she is also automatically registered for the time slot(s) during which the activity takes place. The time slot(s) will therefore be billed according to the usual SEA terms and conditions.

### **5c. Re-billing (invoice correction)**

If parents wish to have an invoice corrected (for example, if parents have not renewed their CSA contract in time, resulting in all hours of attendance being billed at the full rate, or if the SEA has made an error in the number of hours of attendance), parents are asked to inform the SEA administration as soon as possible; the latter may, under certain conditions, request re-billing from the Ministry of Education, Children and Youth.

This re-billing process involves administrative procedures that can take several months. In addition, a re-billing request can only be made for a retroactive period of 12 months, and can only concern a maximum of three months (the three most recent months if the billing problem concerns more than three months). Parents are therefore urged to make sure they renew their CSA contract on time (the CSA contract must be renewed once a year).