

# Internal rules and regulations

School year 2025/2026

SEA-Service d'éducation et d'accueil Leudelange

Dear parents, dear children,

It is with great pleasure that we present to you the internal rules and regulations of the Service d'éducation et d'accueil Leudelange for the school year 2025-2026.

Together with the Luxembourg Red Cross, the municipal administration of Leudelange offers complementary education and care services at the SEA from 07.00 to 19.00 o'clock to help families to better coordinate their work and family life.

This offer is available to all children enrolled at the elementary school or living in the municipality of Leudelange, subject to the admission priorities in place. Please note that the maximum number of children per accreditation is defined by the Ministry of Education, Children and Youth and must be strictly respected.

The municipal administration has entrusted the Luxembourg Red Cross with the direction and management of the SEA by means of a partnership agreement.

**Christine JUDE** – Manager of the SEA Leudelange

Tel / Mobile : 37 92 92 352 / 621 559 897

Mail : christine.jude@croix-rouge.lu

**Christophe DIOGO** – Manager assistant SEA Leudelange

Tél / GSM : 37 92 92 353 / 621 712 530

Mail : christophe.diogo@croix-rouge.lu

## Operating principles

### A. Admission priorities

All children enrolled in elementary school living in the municipality of Leudelange may benefit from the services offered by the Service d'éducation et d'accueil (SEA), in accordance with the admission criteria.

If the number of applications is superior to the maximum capacity of children defined in the ministerial accreditation, priority will be given to:

- single parent families.
- families where both legal representatives are in full-time employment.
- vulnerable families (e.g. social needs).
- families where one or both legal representatives are registered with the Employment Development Agency (ADEM) will be given priority as soon as a work contract is obtained. There is no hierarchy of priorities.

### B. Admission

If the total number of applications is higher than the number of spots available and that several applications meet the same of the above-mentioned criteria, the date on the enrolment form or the enrolment renewal letter will be decisive.

If the maximum capacity of the SEA has been reached during the school year and there is an urgent and high-priority request, the SEA reserves the right to cancel the admission of children whose parents do not meet the priority criteria mentioned above. In this case, the SEA management, in consultation with the parents, will propose alternative time slots.

The signed enrolment form is only valid when accompanied by the supporting documents or when existing information is confirmed by signing the enrolment renewal letter.

## C. General timetable

### C.1 School Week

The SEA is open from Monday to Friday from 7 a.m. to 7 p.m. The different services are offered on every day of the **school week** according to the following **attendance and invoicing periods (précoce)**:

Timetable	Monday			Tuesday			Wednesday			Thursday			Friday		
07.00 -07.45															
11.40-12.05 Only C1.	SEA	AB	A	SEA	AB	A	SEA	AB	A	SEA	AB	A	SEA	AB	A
08.00 -12.05	SEA closed (except during school holidays)														
12.05 -14.00				The child will take the bus at 12.05 pm						The child will be picked up at 12.05 pm					
14.00-15.45	SEA closed (except during school holidays)						SEA closed (except during school holidays)						SEA closed (except during school holidays)		
15.45-16.00															
16.00-16.30															
16.30-17.00															
17.00-17.30															
17.30-18.00															
18.00-18.30															
18.30-19.00															

(Please tick (x) the boxes for attendance accordingly)

#### Only for Précoce & Cycle 1

SEA = Service d'éducation et d'accueil  
The child stays at the SEA from 11.40 to 14.00 pm

## C.2. The school holidays

The different services are offered every weekday during **school holidays** (except when the SEA is closed) according to the following **attendance and invoicing (for everybody) periods**:

Timetable	Monday	Tuesday	Wednesday	Thursday	Friday
07.00-08.00					
08.00-09.00					
09.00-10.00					
10.00-12.00					
12.00-14.00					
14.00-16.00					
16.00-16.30					
16.30-17.00					
17.00-17.30					
17.30-18.00					
18.00-18.30					
18.30-19.00					

Registration forms for the 2025/2026 holidays will be available from 15.09.2025.

During school holidays, some field trips may last the whole day (e.g. from 9 a.m. to 5 p.m.). In this case, children can only be enrolled for the full duration of the trip. It will not be possible to pick them up before the end of the trip nor to drop them off after the time of departure.

The SEA will be closed on the following dates:

**20th December 2025 to 4th January 2026**

**1th August to 16th August 2025**

Exceptional closing days may be added, for instance for internal staff trainings, in which case you will, of course, be informed in good time.

## D. Enrolment procedures



**The deadline for submitting registration forms is 22.05.2025.** Registrations received after this date will only be considered if maximum capacity has not yet been reached.

The complete registration form must be handed in personally to one of the following persons:

- Manager SEA - Christine Jude
- Manager assistant - Christophe Diogo

During one of these periods:

- 05.05-08.05 between 08.00hr and 10.00hr
- 12.05-16.05 between 16.30hr and 18.30hr
- 19.05-22.05 between 16.30hr and 18.30hr

All children wishing to attend the SEA from 18.08.2025 must be enrolled using this enrolment form or the renewal letter. The enrolment form must be signed by the legal guardians. For the period from 18.08.2025 to 12.09.2025, the 'summer holiday' registration form will be required.

### D.1. Enrolment for the school period

#### 1.1. Annual regular attendance sheet (Annex 1)

Your child is enrolled at the SEA throughout the school year on the days and time slots indicated on the sheet "Attendance sheet for the school year 2025/2026"

#### 1.2. Modification sheet (annex 2)

For organisational reasons, any modification or cancellation of enrolment during the school year must be notified in advance to the SEA by letter or by email until the Friday (9 am. at the latest) preceding the week in which the modification or cancellation is to take effect. After this point, we will no longer be able to take the changes into account for the invoicing.

The modification request will be considered subject to availability of spots.

- You will always receive a confirmation or a refusal of your modification request (in writing or phone).

In the event of repeated non-compliance with the initially requested attendance slots, the management reserves the right to adapt the enrolment of the child to its actual attendance at the SEA. Likewise, in order not to block time slots unnecessarily, we reserve the right to adapt the hours of attendance if we notice that you repeatedly cancel the same slots granted to you at the beginning of the school year.

If the modification procedure is not followed, the enrolment slots will be fully invoiced, even if your child has not or attended to SEA (even if the absence was only partial).

### 1.3. Enrolment for the school holidays

During the school holidays and on Saint Nicholas Day, the SEA remains open except for the closing weeks of the school year 2025/26 (check page 4). Due to the different organisation during the holidays, a separate enrolment is necessary. The enrolment forms for the school holidays will be available at the SEA from the 15<sup>th</sup> of September 2025 (Except summer holidays 2026)

To enrol your child, you must submit the duly completed enrolment form before the enrolment deadline. The deadline is indicated with every holiday. Enrolment requests submitted after the deadlines may not be sure. Only for urgent and duly motivated reasons and only if the facilities allow us to do so, can we accept enrolments after the enrolment deadline.

You will always receive a confirmation or refusal of your request by mail.

For organisational reasons, any modification or cancellation requests for school holiday slots must be notified to the SEA by letter or by email no longer than Friday 9.00 am before the holiday-week. After this point, we will no longer be able to take the changes into account for the invoicing.

For the school holiday activities information's will be communicated no longer than one week before the activity. The programme of activities for the school holidays will be made available to you on the same day.

**Please note that free admission does not apply during school holidays.**

### 1.4 For children newly enrolled at "PRÉCOCE" for "PRÉSCOLAIRE" Cycle 1.1. & 1.2.

Children are at the center of our daily work, and we work in partnership with you. Together we work to ensure the well-being and healthy development of your children. Meetings between parents, children and educational staff have a positive effect on everyone involved, to ensure good cooperation. The aim is to promote a pleasant atmosphere, the first contact between the child, the parents and the educational staff and to discover our structure.

We will be organizing a number of meetings between new families, our SEA and the educational team.

- The first meeting will be the '**informative meetings**'. The educational staff will welcome you to our SEA. You will have the opportunity to visit the premises, receive explanations about the enrolment procedure and find out about day-to-day operations. You will also be able to ask any questions you may have. Finally, you will be given all the documents you need to enroll your child at the SEA Leudelage.
- The second event will be our '**Ateliernometten**'. We'll be opening our SEA doors to you during our day-to-day operations. You and your child will have the opportunity to take part in an afternoon of different workshops in our function rooms.
- The third meeting point will be **your child's first day at the SEA**. It is preferable for your child to spend the first few hours at the SEA with you. It is always reassuring to have someone you trust by your side when there are major changes in your child's daily life.

**Informative meetings will be organized for new arrivals:**

- Wednesday 23.04.2025 from 18.00hr to 20.00hr
- Saturday 26.04.2025 from 10.00hr to 12.00hr
- Tuesday 29.04.2025 from 18.00hr to 20.00hr

## E. Daily schedule

### E.1. Education and care

Our education and childcare facilities are places of non-formal education. In a stimulating environment, we create educational processes that enable self-determined children to play an active part in everyday life. Our places of education combine education and care.

The SEA:

- offers an environment conducive to children's social, cognitive and motor development.
- offers 'open' educational work, adapted to the age of the children, in rooms/spaces with specific functions (e.g.: construction, movement, role play, creativity, etc.) allowing the children to make their own experiences according to their interests and needs.
- encourages children to participate actively and democratically in the day-to-day running of the Education and Care Service.
- observes and documents children's progress and development.
- Screen life balance = According to the regulations of the Ministry of Education, Children and Youth, a complete ban on smartphones (including connected watches) has been introduced in education and care facilities for schoolchildren in the same way as in basic education. However, the use of digital tools is authorised in the context of educational activities that fall within the National Reference Framework for the non-formal education of children and young people, provided that these activities are supervised by supervisory staff.

### E.2. Morning & evening reception

- ➔ The morning reception will take place at the Faarwekescht (2, rue du Lavoir) from 7 am.
- ➔ The evening reception will take place at the Faarwekescht (2, rue du Lavoir) from 6 pm.

### E.3. Food service

The catering service operates every day (Monday to Friday from 12.00 to 14.00) and remains open during the school holidays, with the exception of the four weeks it is closed.

Meals are prepared on site by a professional chef, who ensures that the children have a healthy and balanced diet. Our catering service operates under the SICONA slogan.

Natur genéissen - Home - <https://naturgeneissen.lu/fr/>

A few things you should know :

- Regional food production that protects nature and the environment.
- Sustainable food production in line with
- Natur genéissen criteria.
- Regional, seasonal, fair-trade and organic food.
- The creation of additional outlets for local farmers.
- Healthy, conscious and sustainable food for children in



The menus offered are drawn up by a dietician and chosen according to the recommendations of the Ministry of Health (frequency, quantities). The menu plan can be consulted at [www.leudelange.lu](http://www.leudelange.lu) and [www.schoul-leideleng.lu](http://www.schoul-leideleng.lu)

Children in all cycles eat under the 'self-service' system. This model allows them to organise their lunch break independently. Lunch is taken in a self-service environment at the time of the child's choosing. The Education and Reception Service educational team ensures that each child is motivated to eat a balanced lunch and supervises the activities and children.

Any food allergies/intolerances (e.g. allergies to strawberries, nuts, etc.) or dietary incompatibilities (e.g. diabetes, etc.) must be notified to us and certified by your doctor and submitted at the time of registration.

As we are unfortunately unable to provide dietetic meals or meals meeting certain medical indications, we will try, as far as possible, in collaboration with the children's parents and the dietician, to find an appropriate solution.

A snack is served between 4pm and 5pm to children attending the SEA. During school holidays, breakfast is served between 8.00am and 9.00am.

## E.4. Homework

The SEA offers supervised studies in accordance with article 2 of the amended Grand-Ducal regulation of 14 November 2013 concerning the approval to be granted to managers of an education and reception service 'supervised studies consisting of offering schoolchildren a framework conducive to carrying out homework independently, in calm conditions with minimal supervision and support'.

### Supervised studies are offered

- Mondays and Wednesdays: between 16.00 and 17.00
- Tuesdays and Thursdays: between 14.00 and 15.00

It is always possible for children to do their homework outside the supervised studies.

## E Bichelchen

“ To facilitate communication between teachers, educators and you, the parents, the Ministry has introduced a digital class diary, the e-bichelchen. The teacher enters the homework in it. Educators, parental assistants and parents also have access to it. This allows them to supervise the child, who checks off the tasks completed. “

- Which children have access to the e-Bichelchen?

In the context of homework support, access to the e-bichelchen is open to pupils from pre-school to cycle 4 in public basic schools.

- Who generates the e-bichelchen access codes ?

The teachers themselves generate the access codes for parents, educational staff and parental assistants. If the access code is lost, the teachers can generate a new one.

- How can educational staff and parental assistants access the e-bichelchen of the children they are looking after?

For each child, the educational staff of the education and care facilities and the parental assistants receive a specific access code, which allows them to access the digital class diary of the child in question. The teacher prints it out and gives it to the education and care facility or the parental assistant after your agreement

If you have any questions, please refer to the following website

<https://men.public.lu/fr/fondamental/06-aide-devoirs.html>

## Important informations

### A. Discipline

Repeated disobedience by a child, or disruptive behaviour within the group, will result in a meeting between the legal representatives and the educational staff, at which the situation will be examined in detail to understand the causes of the behaviour and to determine the necessary corrective and/or disciplinary measures.

Children attending the SEA are strictly forbidden to leave the premises without prior authorisation from their legal guardians. Legal representatives will be notified by telephone if a registered child is absent.

### B. Civil liability insurance

The SEA accepts no responsibility for the loss or damage of toys, clothes, money, mobile phones, music players/MP3s or jewellery brought in by the child. Wearing a **smartwatch** is prohibited at the SEA

Children are covered by civil liability insurance for any damage caused to a third party during all actual supervision hours while under the responsibility of the SEA.

As soon as the parents or the person designated by them are present at the SEA, they are responsible for the child(ren).

### C. Delays

If the parents are running late with regard to the time the child is enrolled for, it is very important that they notify the SEA staff. Repeated lateness will result in a systematic extension of attendance hours.

Attendance exceeding the hours that the child has been enrolled for will be invoiced.

(Précoce / school holidays)

### D. Illness

#### D.1. General terms

**If a child is ill, they cannot attend the SEA.** In the event of a child's illness, it is the responsibility of the legal guardians to find a childcare solution for their child.

In the event of a medical emergency or accident, the staff reserve the right to contact a hospital or to call in the emergency services.

In the event of illness, it is essential to notify us by telephone or e-mail on the same day.

If the child shows symptoms of illness and/or fever, the legal guardians concerned will be asked to collect their child as soon as possible, or to entrust their child to a person authorised by them on the basis of parental authorisation for third parties (see annex 5).

Children with contagious diseases will not be admitted to the SEA for the duration of the contagion. If your child is found to have head lice, please inform the educational team, or the Head Teacher, so that hygiene measures can be taken immediately.

Sick leave exceeding 2 days must be justified by a medical certificate and must be submitted within 5 working days.

If this procedure is followed, the hours of attendance initially planned will not be billed.

## D.2. Delegation of an act of assistance

Medicines are only administered with:

- the written consent of the parents (Annex 5) **and** a valid medical prescription.

We therefore ask parents to provide us with a medical prescription stating the exact dosage to be administered to the child as well as the duration of the treatment and to write the child's name on the medicine.

This applies to all medicines, including homeopathic ones and those available over the counter.

## D.3. Daily care

As part of daily care and in the event of a fall and/or injury, the following products may be used by educational staff:

- Cedium disinfectant for disinfecting wounds
- Sunscreen cream
- Arnica cream/stick for cuts and bruises
- Flamigel anti-burn cream/gel
- Calmiderm cream/gel for insect bites and sunburn
- Wet wipes

## D.4. Allergies/Intolerances/medical history

Please inform us of any food allergies, intolerances and/or incompatibilities (allergies to eggs, nuts, diabetes, etc.) so that we can work together to find a solution that meets your child's needs.

For children with	Documents to be provided
Food allergies/intolerances/evictions <b>without</b> risk of anaphylactic shock	Certificate from attending doctor (with 'fastjekt/epipen' emergency kit)
Severe food allergies/intolerances, food incompatibilities <b>with</b> risk of anaphylactic shock  Specific health needs (diabetes, epilepsy, asthma, heart condition, etc.)	<b>PAI</b> (Individualised Reception Plan) Emergency Action Plan to be followed in the event of a crisis (with 'fastjekt/epipen' emergency kit, etc.).

For children with special needs and/or requiring special care (diabetes, epilepsy, asthma, heart condition, etc.), it is also imperative that the PAI (individualised reception project), which must be accompanied by the **Emergency Action Plan (Plan d'action d'urgence)**, be completed by your GP and submitted when you register with our Education and Reception Service.

An update or cancellation of the PAI must be submitted to the SEA without delay.

"It is important to note that it is the parents' responsibility to monitor changes in their child's health and needs. It is the sole responsibility of the parents to provide the halfway house at all times with a PAI adapted to the child's needs. The Maison Relais will always apply the most recent PAI provided by the parents and declines all responsibility in the event that this PAI is no longer appropriate".

Failure by legal representatives to share information about their child's state of health can delay admission.

#### E. Taking and publishing of pictures (Annex 10)

We ask you to complete the form "*Authorisation for taking and/or publishing pictures (photographs or videos)*" to give your consent to the taking and publication of pictures.

#### F. Authorisation for activities outside the SEA

Parents hereby agree that their child may participate in all activities and leave the premises under supervision on foot, by private car, bus or public transport. In the event of an excursion abroad, the parents agree to provide a "parental authorisation" established by the municipal administration.

#### G. Declaration of changes in personal data

Any changes to personal data must be notified in writing to the SEA manager.

The following changes must be notified:

- address in the event of a move,
- telephone number,
- employment situation (hours worked per week),
- child's state of health,
- change of bank account,
- etc.

The SEA undertakes to change your details as soon as possible.

## Rates

### A. Financial contribution of parents to SEA operating costs

The legal representatives' financial contribution is determined using the 'childcare-service voucher' system.

It is calculated on the basis of the financial and family situation of the legal representatives and on the official rates proposed by the Ministry of Education, Children and Youth.

A series of measures to provide partial free tuition and reduce costs for legal guardians have been in force since September 2022. These measures are designed to facilitate access for all children to quality supervision and non-formal education.

Details of free childcare can be found on the website of the Ministry of Education, Children and Youth, hereinafter the 'MENJE'. <https://quichet.public.lu/fr/citoyens/famille-education/enseignement-fondamental/cheque-service.html>

Free childcare only applies outside the school holidays and only with a childcare-service voucher contract, hereinafter referred to as the 'CSA contract', for children attending school (with the exception of children attending pre-school).

Any attendance during the school holidays will be billed according to the terms of the CSA contract.

It is essential that the legal representatives subscribe to a service voucher contract for their child in order to benefit from the partial or total financial participation of the State. You can sign up for this service voucher scheme with your local council.

Membership of the service voucher scheme must be active before the child's first day at the SEA. The childcare service voucher contract is valid for one year. The legal representatives are required to renew the contract on time.

At the request of the legal representatives, a certificate to be attached to the tax return will be given to them by the SEA manager.

### B. Invoicing

Registration periods are always invoiced in full, as is all attendance beyond the registration period. ( for children attending the early learning centre )

As mentioned above, all attendance during the school holidays is billed according to the rates set out in the CSA contract. ( for all children )

Any absence during the school holidays will be billed according to the time slots booked.

In the event of illness during or outside the school holidays, the absence will not be billed unless a medical certificate is provided and handed in within 5 working days.

## C. Reminder

The due date for payment of any invoice is 30 days.

After this deadline, a reminder letter is sent to the legal representatives by the Luxembourg Red Cross accounts department.

As from the 3rd reminder, a formal notice procedure will be launched by the accounts department.

However, in the event of payment difficulties, we invite you to make an appointment with the SEA manager to inform him/her of the situation and to find an amicable arrangement to avoid any proceedings before the justice of the peace.

## D. Exclusion for repeated non-payment

In the event of repeated non-payment of invoices, the SEA reserves the right to exclude a child temporarily or permanently with 3 months' notice in accordance with the termination clause in point IV. Termination of these Internal Regulations.

## E. Direct debit order (annex 6).

To facilitate the payment of your invoices and to avoid any default, we recommend that all monthly payments be made by SEPA direct debit order (Annex 6).

To do this, please fill in the form legibly, sign it and attach it to the enrolment form.

The direct debit order must be completed and signed only once; it remains valid until revoked.

If you have already signed a direct debit order, you do not need to renew it, unless your bank details have changed.

The Luxembourg Red Cross presents the amount due for payment to your bank on the last working day of the month. Your bank, without any action on your part, will debit the amount from your bank account.

You are entitled to reimbursement by your bank under the conditions set out in the agreement you have signed with it.

Any request for reimbursement must be made within 8 weeks of the date your account is debited. All you must do is send your creditor ID to your banker. The ID consists of your customer number and the letters DOM shown on the invoice.

## F. Re-Invoicing

**If an invoice is incorrect due to an error on our part** (e.g. incorrect number of supervision hours), a dispute can be submitted to the SEA manager. The time limit for lodging an objection is 6 months, and the time limit for reimbursement may vary between 1 and 3 months. In the event of a request for re-invoicing of a previous year's invoice, this request must be submitted by 15 March of the current year at the latest. After this date, we will only accept re-billing requests for invoices for the current year.

**In the event of an error on your part:** If the CSA card has not been renewed in time (expiry) and an invoice has been issued at the full rate, a request for re-invoicing is possible. To do this, please contact the person in charge of the facility to submit a request to the MENJE. Each invoice may be the subject of a request for retroactive reimbursement for a maximum of 12 months and may relate to a maximum of the last three consecutive invoices.

We remind you that a rebilling request may concern a maximum of the last 3 consecutive invoices.

## G. Tax certificate

At the written request of the legal representatives, a certificate to be attached to the tax return will be issued by the SEA office.

## H. Termination of enrolment

The contract is terminated with one month's notice, by registered letter with acknowledgement of receipt or by hand-delivery to the manager.

## Summary of Annexes

1. Attendance Sheet
2. Modification sheet
3. Parental authorisation for third parties
4. Parental authorisation “Trips to and from the SEA – Home”
  - 4.a. Parental authorisation CYCLE 1 “Trips to and from the SEA – Club”
  - 4.b. Parental authorisation CYCLE 2 “Trips to and from the SEA – Club”
  - 4.c Parental authorisation CYCLE 3.1 “Trips to and from the SEA – Club”
  - 4.d Parental authorisation CYCLE 3.2 “Trips to and from the SEA – Club”
  - 4.e Parental authorisation CYCLE 4 “Trips to and from the SEA – Club”
5. Parental delegation of an act of assistance
6. Direct debit order
7. Termination of enrolment form
8. General notice on the protection of personal data
9. Information on the processing of personal data in form of pictures (photos and videos) taken by the Luxembourg Red Cross
10. Authorisation for taking and/or publishing pictures (photos and videos)