

Internal rules and regulations 2025/2026

Service d'éducation et d'accueil pour jeunes enfants Heffingen/Reuland

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Dear legal representatives,

It is with great pleasure that we present to you the internal rules and regulations of the Service d'éducation et d'accueil (SEAS) Heffingen/Reuland for the schoolyear 2025/2026.

Together with the Luxembourg Red Cross, the municipal administration of Heffingen/Reuland offers complementary education and care services at the SEAS in order to help families to better coordinate their work and family life.

The municipal administration of Heffingen/Reuland has entrusted the Luxembourg Red Cross with the direction and management of the *Service d'éducation et d'accueil pour enfants scolarisés*, by means of a partnership convention.

This offer is open to all children resident in the municipality and attending the basic school in the municipality of Heffingen/Reuland according to admission priorities.

Jana Brosche

Manager of SEAS Heffingen/Reuland

I. Operating principles

A. Admission priorities

All children attending primary school in the municipality of may benefit from the services offered by the Service d'éducation et d'accueil (SEAS), in accordance with the admission criteria.

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

- Families where **both parents work full time**;
- **Single parents**;
- **Disadvantaged** parents (e.g. social needs);
- Families where one or both parents are registered with the **Luxembourgish employment agency ADEM, in the event of an employment contract**;

There is no hierarchy of priorities.

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

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

The signed registration form is only valid when accompanied by the supporting documents listed on the last page of the form or when existing information is confirmed by signing the registration renewal letter.

II. General timetable

The *Service d'éducation et d'accueil Heffingen/Reuland* is open from Monday to Friday from 7 am to 7 pm.

The different services are offered every day of the week according to the following attendance and invoicing periods:

A. School period

Registration and billing periods for school weeks

	Monday	Tuesday	Wednesday	Thursday	Friday
Accueil	07 :00 – 07 :30/07 :50	07 :00 – 07 :30/07 :50	07 :00 – 07 :30/07 :50	07 :00 – 07 :30/07 :50	07 :00 – 07 :30/07 :50
lunch (fixed timeslot)	11 :45/12 :10 - 13 :30	11 :45/12 :10 - 13 :30	11 :45/12 :10 - 13 :30	11 :45/12 :10 - 13 :30	11 :45/12 :10 - 13 :30
Afternoon (fixe timeslot)	15 :30/16 :00 - 16 :30 16 :30 – 17 :00	13 :30 – 14 :00 14 :00 – 14 :30 14 :30 – 16 :30	15 :30/16 :00 - 16 :30 16 :30 – 17 :00	13 :30 – 14 :00 14 :00 – 14 :30 14 :30 – 16 :30	15 :30/16 :00 - 16 :30 16 :30 – 17 :00
Afternoon	17 :00 – 17 :30 17 :30 – 18 :00 18 :00 – 19 :00	17 :00 – 17 :30 17 :30 – 18 :00 18 :00 – 19 :00	17 :00 – 17 :30 17 :30 – 18 :00 18 :00 – 19 :00	17 :00 – 17 :30 17 :30 – 18 :00 18 :00 – 19 :00	17 :00 – 17 :30 17 :30 – 18 :00 18 :00 – 19 :00

SEAS closing dates for 2025-2026

Special closing days may be added to the closing dates, in particular for internal pedagogical training. You will, of course, be informed in good time should this occur.

Closing dates :
20/12/2025 to 04/01/2025 included
10/08/2026 to 14/08/2026 included
The 28/08/2026 for the organization of the 2026-2027 school year

B. Registration procedures

Attendance sheets are available next to the SEAS office in the shelf and can be consulted on our website <https://www.croix-rouge.lu/fr/service/maisons-relais-creches/>.

All registration form or modification/cancellation form must be deposited in the SEAS mailbox or sent by email to relais.heffingen@croix-rouge.lu

During parental leave, it is the responsibility of the legal representatives to apply the terms and conditions laid down by the caisse de l'avenir, which can be consulted on the "caisse de l'avenir" website.

C. Registration during school period

1.1. Annual regular attendance sheet (Annex 1)

Your child is registered at the SEAS throughout the school year on the days and time slots indicated on the sheet "Attendance sheet".

1.2. Irregular attendance sheet (occasionally/monthly/weekly) (Annex 2)

Irregular registrations are for legal representatives who work shifts and legal representatives whose childcare needs change from week to week or month to month. You can register your child using the "Irregular attendance sheet"; this sheet needs to be submitted no later than Thursday 12.00 p.m. prior to the first week of registration.

For organisational reasons, we kindly ask you to register your child for as many weeks as possible (for example for 4 consecutive weeks, if you receive a monthly work plan).

If necessary, the SEAS may request additional information.

1.3. Modification sheet (annex 3)

For organisational reasons, all changes or cancellations must be notified in writing or by e-mail to the manager of the SEAS Heffingen/Reuland, no later than Thursday (12.00 p.m.) prior to the week of the change or cancellation. After this deadline, we will not be able to take the change into account for invoicing. Requests for changes will be considered within the limits of available places.

When the modification procedure is not respected, the registration periods will be invoiced in full, even if your child is not present (even temporarily).

If you don't receive a negative notice at least 2 days before the start of registration, your child will be registered for the hours indicated on the modification form.

In the event of repeated non-compliance with the initially requested attendance slots, the management reserves the right to adjust the child's registration according to actual attendance. Similarly, in order to avoid blocking time slots unnecessarily, we reserve the right to adapt the hours of attendance if we notice that you regularly cancel the same attendance slots granted to you at the beginning of the school year.

D. Registration for the holiday period

- During the school holidays and on Saint Nicholas Day, SEAS will remain open except during the weeks of:
 - 20/12/2025 to 04/01/2026 included
 - 10/08/2026 to 14/08/2026 included
- The 28/08/2026 for the organization of the 2026-2027 school year

In view of the special organization during the holidays, specific registration is required. Registration forms for the school holidays will be sent to you by email. The registration forms will be sent to you on the 1st of the month preceding the relevant holidays, and you must submit them duly filled in by the 15th of the same month at the latest. An exception will be made for the summer holidays due to the organization of activities, for example: The registration form will be sent to you on 30/04/2026 and must be submitted by 14/05/2026 before 12h00.

Once the registration deadline has passed, we will only be able to accept your child if places are still available. Enrolment cannot therefore be guaranteed. If any places become available, you will be informed no later than the Thursday before the start of the holiday in question.

If you send it by E-mail, you will always receive written confirmation.

Departure times during school holidays:

During the school holidays, some excursions may last all day (e.g. from 9.00 to 17.00).

The program of activities during the school holidays will be given to you in person.

Please note that free childcare at SEAS does not apply during school holidays.

III. Daily shedule

A. The Education and Care Service :

Our education and childcare facilities are places of non-formal learning. In a stimulating environment, we create educational processes that allow the self-determined child to actively participate in everyday life. In our facilities, we combine education and care.

The *Service d'éducation et d'accueil* (SEAS):

- provides an environment conducive to the social, cognitive and motor development of the child.
- offers educational activities, adapted to the children's ages, in rooms/spaces with specific functions (e.g. construction, movement, role play, creativity, etc.) allowing the children to make their own experiences in accordance with their interests and needs.
- encourages children to participate actively and democratically.
- observes and documents the child's progress and development.
- Screen life balance

A complete prohibition on smartphones (including connected watches) has been introduced in education and care facilities for schoolchildren, in the same way as in schools. The use of digital tools is authorised in the context of educational activities

A. Morning reception

The morning reception will be organized from 7:00 to 7:30 at the SEAS for the children from cycles 2.1.-4.2. and from 7:00-7:50 for the cycles 1.1.-1.2. The morning reception for cycle 1.0. (précoce) is in the building of the school.

B. Food services

The Food Service operates every day (Monday to Friday from 11:45 to 13:30) when the SEAS is open and remains open during the school holidays. A snack is served after 4pm to children attending the SEAS after school.

Meals are prepared by a professional cook, who ensures that the children have a healthy, balanced diet. The menus offered are drawn up by a dietician and chosen according to the recommendations of the Ministry of Health (frequency, quantities). The menu can be consulted on the SEAS Heffingen/Reuland website and is displayed inside the building.

Children in all cycles eat in the self-service system. This model allows them to organize their lunch break independently, choosing from a range of activities on offer.

The SEAS educational team ensures that each child has a balanced lunch and provides supervision of activities and children. The team is always on hand to provide legal representatives with any information they may need regarding meals.

Your child's food allergies/intolerances (e.g. allergies to strawberries, nuts, etc.) and incompatibilities (e.g. diabetes, etc.) must be notified to us and certified by your doctor. The relevant documents must be submitted at the time of registration.

As we are unfortunately unable to provide dietary meals or meals meeting certain medical indications, we will do our very best, in collaboration with the children's legal representatives and the dietician, to find an appropriate solution.

Please let us know about your child's dietary requirements. This information is provided on a voluntary basis by the legal guardians.

During the school holidays, breakfast is served in the morning.

C. Supervised study

The education and reception service 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: from 16.30 to 17.30
- Tuesdays and Thursdays: between 13.30 and 14.30
- On Friday, children can choose whether they want to do their homework or not.

The homework room remains available to children on Tuesday and Thursday afternoons from 16.00, for those who wish to work there for longer.

IV. Important informations

A. Discipline

Repeated disobedience by a child, or disruptive behavior within the group, will result in a meeting between the legal representatives and the educational staff. The situation will be examined in detail to understand the causes of the behavior and to determine the necessary corrective and/or disciplinary measures. Children attending the SEAS are strictly forbidden to leave the premises without prior authorization from their legal representatives. Legal representatives will be notified by telephone in the event of the absence of a child who has not been de-registered in advance.

B. Civil liability insurance

SEAS accepts no responsibility for the loss or damage of toys, clothing, money, mobile phones, electronic equipment and/or jewelry brought by the child.

Children are covered by civil liability insurance for any damage caused to a third party during all effective supervision hours, when they are under the responsibility of SEAS.

As soon as the legal representatives or the person designated by them are present at the SEAS, the children are under the responsibility of the latter.

C. Delay

If the legal representatives are late in collecting their child in relation to the child's enrolment, it is essential to inform the SEAS staff.

Repeated lateness will result in a meeting between the legal representatives and the educational staff.

Any attendance exceeding the child's enrolment time will be billed.

V. Sickness

i. General terms

If a child is sick, he/she cannot attend the SEAS.

Children suffering from a contagious disease will not be admitted to the SEAS for the duration of the contagion. If your child exposes a contagious disease or head lice, please inform the educational team and the manager of the SEAS immediately, so that the necessary hygiene measures can be directly taken.

If your child is sick, it is essential that you notify us by phone or email before 9 am on the day of your child's absence.

If the child shows symptoms of illness and/or fever, the legal representatives concerned will be asked to collect their child as soon as possible, or to designate a person authorised by them to do so, by means of a parental authorisation form for third parties (Annex 5).

In the event of a medical emergency or accident, the staff reserves the right to contact the hospital on duty or to call the emergency services.

Sick leave exceeding 2 days requires a medical certificate that must be submitted within 5 working days. If this procedure is respected, the initially scheduled hours of attendance will not be invoiced.

1. Vaccination card

Legal representatives must ensure that the copy of the vaccination card, available at the creche, is always up to date.

The Luxembourg Red Cross does not check vaccinations. The collection of this data is ordered by the Health Inspection Division of the Ministry of Health.

2. Administration of medicines

Medicines are only administered with:

- the written consent of the legal representatives (Annex 6) **and** a valid medical prescription.

We therefore ask the legal representatives 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.

3. Daily care

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

- Cedium spray for disinfection,
- Arnica Stick/cream for bruises,
- Calmiderm gel for insect bites and sunburn,
- Flamigel anti-burn cream
- Eosine to dry the skin in case of irritation or diaper rash
- Soothing protective and repair cream (red skin) without medication,
- Suncream to protect the skin from the sun,

Please note that the presence of ticks will require the personal intervention of parents or even a doctor.

4. Allergies/Intolerances/medical history

We kindly ask you to inform us of any allergies, intolerances and/or food incompatibilities or other conditions (egg allergy, nut allergy, diabetes, etc.), so that, together, we can find a solution meeting your child's needs.

For children who have:	Documents to provide
<u>Allergies/intolerances/allergen avoidance</u> without risk for an anaphylactic shock	Doctor's certificate (with emergency kit (fastjekt/epipen)
<u>Severe food allergies/intolerances</u> , as well as food incompatibilities that could lead to an anaphylactic shock <u>For children with specific health needs</u> (diabetes, epilepsy, asthma, heart disease, etc.),	PAI (Individualised Care Project) and Emergency Action Plan to be followed in the event of a crisis

An update or termination of the PAI must be submitted to the SEAS without delay.

It is important to note that it is the legal representatives' responsibility to monitor changes in their child's health and needs. It is the sole responsibility of the legal representatives to provide the creche with a PAI, adapted to the child's needs at all times. The creche will always apply the most recent PAI provided by the legal representatives and declines all responsibility if this PAI is no longer appropriate.

Failure on the part of legal representatives to share information about their child's state of health may delay admission or even result in refusal of admission.

VI. Taking and publishing pictures

Please fill in the form 'Authorisation for the taking and/or publication of images (photographs or videos) (under 13s)' to give your permission for pictures to be taken and published (Annex 7).

VII. Authorisation for activities outside the SEAS

The legal representatives agree that their child may take part in all the activities of the center and leave the premises under supervision on foot, by bus or by public transport.

In the event of an excursion abroad, the legal representatives undertake to submit a 'parental authorization' form available from the local administration.

In the absence of parental authorization, SEAS cannot guarantee that the child will be looked after on the day of the excursion.

VIII. Déclaration of changes in personal data

Any change in personal data, such as the address after moving house, the telephone number, the professional situation (working hours per week), the child's state of health, the bank account, etc. must be notified in writing to the manager of the SEAS Heffingen/Reuland.

The following changes must be notified:

- address if moving house,
- contact telephone number,
- the professional situation (hours worked per week) of the legal representatives,
- the child's state of health,
- change of bank account,

The SEA will proceed to change your data as soon as possible.

IX Termination of the registration

The termination of the registration at the SEAS must be notified in writing to the manager of the SEAS one month before it takes effect (Annex ...).

IX. Rates

Financial contribution of legal representatives to SEAS operating costs

The contribution of legal representatives is calculated according to their financial and family situation and based on the official price list proposed by the Ministry of Education, Children and Youth.

It is essential that the child has a valid Cheque Service card to be able to benefit from the partial or total financial participation of the State. To apply for the Cheque Service card, please contact your local commune.

Membership of the Cheque Service must be active before the child's first day at the SEAS. The childcare Cheque Service contract is valid for one year. Legal representatives are required to renew the contract within the specified time.

The current fees can be viewed at: <https://guichet.public.lu/fr/citoyens/famille-education/enseignement-fondamental/cheque-service.html>

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

Any attendance during the school holidays is invoiced according to the terms of the CSA contract.

A. Invoicing

The slots your child is registered for will always be charged in full, as well as any attendance hours exceeding these slots.

As mentioned above, any attendance during the school holidays will be billed in accordance with the rates set out in the CSA contract.

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 if a medical certificate is provided within 5 working days.

B. Reminders

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 Accounting Department.

After the 3rd reminder, the accounting department will initiate a collection procedure.

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

C. Exclusion for repeated non-payment

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

D. Direct debit order

To facilitate the payment of your invoices, all monthly payments are made by means of a SEPA direct debit order (annex 7). Please fill it in legibly, sign it and attach it to the registration form.

The "*Croix-Rouge luxembourgeoise*" informs your bank of the amount due for payment on the last working day of the month. Your bank will then carry out the payment from your bank account, no intervention on your part is required.

You are entitled to a refund by your bank under the terms of your contract with them. Any request for a refund must be submitted within 8 weeks of the date on which your account was debited. Just send your creditor ID to your bank. This ID consists your customer number and the letters DOM on the invoice.

The direct debit order is to 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.

Any request for reimbursement must be submitted within 8 weeks of the date your account was debited.

To do this, you will need to send your creditor ID to your banker. The ID consists of your customer number and the letters DOM shown on the invoice.

E Re-Invoicing

If an invoice is incorrect due to an error on our part: (e.g. wrong number of hours of supervision), a dispute can be submitted to the manager of the SEAS. The deadline for submitting an objection is 6 months and the deadline for reimbursement can vary between 1 and 3 months.

Re-invoicing requests for invoices from the previous year must be submitted no later than 15th March of the current year. After this date, we will only accept re-invoicing requests for current year invoices.

In the case of an error on your part: In the event that the CSA card has not been renewed in time (expiry) and an invoice has been issued at the full rate, a request for re-billing is possible.

To do this, please contact the manager of the creche 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.

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

E. Tax certificate

At the written request of the legal representatives, the SEAS secretariat will provide them with a certificate to enclose with their tax return.

F. Contract Termination

The contract may be terminated with 1 months' notice by registered letter with acknowledgement of receipt or by hand-delivery of the letter of termination to the SEAS manager.

Summary of Annexes

Annex 1 -Attendance sheet
Annex 2 Irregular Attendance sheet
Annex 3 Modification sheet
Annex 4 Parental authorisation to travel at home and club travel
Annex 5 Parental authorization for third parties (other than legal representatives)
Annex 6 Medication administration form
Annex 7 direct debit order
Annex 8 Authorisation for the taking and/or publication of images (photographs or videos) (under-13s)
Annex 9 General notice on the protection of personal data Education and childcare services of the Luxembourg Red Cross
Annex 10 DIMMI APP authorization
Annex 11 Cancellation form for the registration form

All appendices can be downloaded from our websites.