

Service d'éducation et d'accueil

SEAS – Heffingen/Reuland

Internal rules and regulations

School year 2026/2027

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 school year 2026/2027.

Together with the Luxembourg Red Cross, the municipal administration of Heffingen/Reuland offers complementary education and care services at the SEAS from 7am to 7pm 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.

The ROI is based on the youth law of July 2008, available at:

<https://www.enfancejeunesse.lu/> under the section 'Legislation'

Jana Brosche

Manager of SEAS « Heffingen/Reuland »

I. Operating principles

A. Admission priorities

All children attending primary school in the municipality of Heffingen/Reuland 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**.
- In addition to these criteria, municipal regulations in Luxembourg may include additional priority criteria.

There is no hierarchy of priorities.

B. Admission

An application form must be completed and submitted to the Service d'éducation et d'accueil, hereinafter referred to as 'the Service' or 'the SEAS' or 'the Site'. Each application is processed separately depending on availability at the Site.

The date of submission of the enrolment contract or enrolment renewal letter will be taken as proof, if the total number of enrolment applications exceeds the maximum capacity and several enrolment applications meet the same admission criteria mentioned above.

If the maximum capacity of the SEAS is reached during the school year and in the case of an urgent and priority request, the Education and Reception Service reserves the right to cancel the registration of children whose legal representatives do not meet the priority criteria mentioned above.

In this case, the SEAS management, in consultation with the legal guardians, will offer them alternative time slots.

Please note that the signed and dated registration contract is *only valid with the supporting documents* listed on the last page of the registration contract/renewal form. A registration application does not guarantee definitive registration.

An enrolment application does not guarantee definitive enrolment.

This contract extends until the end of the child's primary education and is to be updated each year after admission priorities have been reviewed.

Any termination must be communicated in writing with **one month's notice**.

II. General timetable

A. School period

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:

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	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
	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

Except in exceptional circumstances, the fixed time slots must be respected. No arrivals or departures will be permitted.

B. SEAS closing dates for 2026-2027

Special closing days may be added to the closing dates, for internal pedagogical training. You will, of course, be informed in advance.

<u>Closing dates :</u>
21/12/2026 to 01/01/2027 inclusive
16/07/2027
09/08/2027 to 13/08/2027 inclusive
27/08/2027
20/12/2027 to 31/12/2027 inclusive

C. Registration procedures

Attendance sheets are available at the letterboxes next to the office and can be consulted via E-mail.

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

Legal representatives are responsible for complying with the terms and conditions relating to the non-combination of the Chèque-Service Accueil childcare voucher scheme with full-time parental leave, as defined by the "Caisse pour l'avenir des enfants" (Children's Future Fund) and available on its website.

D. Registration during school period

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".

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*" as follows:

- **Monthly schedule**

The attendance schedule must be communicated **no later than the 15th of the month preceding** the registration. This deadline ensures optimal organisation of activities, meals, and supervision.

- **Changes to the monthly schedule**

Changes to the schedule are **only possible in unforeseen, exceptional, or urgent situations.**

In such cases, requests for changes must be submitted **no later than 9:00 a.m. on the Thursday preceding the week in question.**

- **Objective**

These rules are intended to ensure **greater predictability** and **enable effective planning of staff and activities** within the SEAS.

If necessary, the SEAS may request additional information.

You will receive a reply within 5 working days of submitting the form.

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 « Heffingen//Reuland », the 15th of the month at the latest before the following month** (conditions for changes see above annex 2). 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.

You will receive a reply within 5 working days after submitting the modification form.

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

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.

E. Registration for the holiday period

Registration form for the school holiday period:

During school holidays and Saint Nicholas Day, SEAS will remain open except for the previously mentioned school closure weeks.

Due to the special arrangements during the holidays, specific registration is required. Registration forms for school holidays will be sent to you by email and are available at the letterboxes next to the office at SEAS. You must submit the completed registration form by the deadline indicated.

You will receive a response within five working days of submitting the form.

In exceptional cases, for justified reasons of urgency and provided that the facility has sufficient capacity, we may accept registrations after the registration deadline.

Departure times during school holidays:

During the school holidays, some excursions may last all day (for example, from 9:00 a.m. to 5:00 p.m.).

The program of activities for the school holidays will be handed to you personally by an educator from SEAS.

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

III. Daily schedule

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

In accordance with regulations issued by the Ministry of National Education, Children, and Youth, smartphones (including smartwatches) are completely banned in educational and childcare facilities for school-aged children, as is the case in primary education.

However, the use of digital tools is permitted in the context of educational activities that fall within the scope of the National Reference Framework for Non-Formal Education of Children and Young People, provided that these activities are supervised by supervisory staff

- The "Zesummen Aktiv" program aims to promote and harmonize regular physical activity within educational and childcare facilities for school-aged children.

B. Morning reception

For cycle 1.1 and 1.2., morning care will be provided from 7:00 to 7:50 a.m. at the SEAS.

For cycles 2-4, morning care will be provided from 7:00 to 7:30 a.m. at the SEAS, and bus transportation to school is supervised by a SEAS staff member. Children must be registered to attend morning care.

C. Food services

The Food Service operates every day (Monday to Friday from 12h00 to 13h30) when the SEAS is open and remains open during the school holidays. A snack is served after 4 pm 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 website and in different places within the establishment.

Children in all cycles eat in the self-service system. This model allows them to organize their lunch break independently.

The SEAS educational team ensures that each child has a balanced lunch and provides supervision of your child. 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. allergy 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 school holidays, breakfast is served at 9 AM.

D. 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 from 13h30 to 14h30**

The homework room remains available on Fridays from 4:30 pm for children who wish to do their homework.

E. Transition

A transition period is put in place to support the child in their move from the nursery to the Maison Relais. This adjustment period allows the child to gradually discover the new facility, its educational team, and its environment, to promote a safe and peaceful welcome.

The concept of transition, as well as the details of the transition phase between the nursery and the Maison Relais, will be communicated to you by the facility manager **on registration day**, when **you submit your registration form**, or with the **confirmation of your registration** with the Education and Care Service.

IV. 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. 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 SEAS are strictly forbidden to leave the premises without prior authorisation 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 jewellery 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

A. 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 11 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 4*).

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 3 working days.

If this procedure is respected, the initially scheduled hours of attendance will not be invoiced.

Vaccination card

Legal representatives must ensure that the copy of the vaccination card available at the facility 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.

B. Administration of medicines

Medicines are only administered with:

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

We therefore ask the legal representatives to provide us with a copy of the medical prescription stating the exact dose to be administered to the child and the duration of the medication, and to note the child's name on the medication.

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

C. 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
- Suncream to protect the skin from the sun,
- Wet wipes

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

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

For **children with special needs and/or requiring special care** (diabetes, epilepsy, asthma, heart conditions, etc. ...), it is also essential that **the PAI (individualized care plan)**, which must be accompanied by the Emergency Action Plan, be completed by your doctor and submitted to our Education and Care Service at the time of registration.

Any updates or cancellations to the IEP or medical certificate of intolerance must be submitted to the SEAS without delay.

It is important to note that it is the responsibility of the legal guardians to monitor the child's health and needs. It is the sole responsibility of the legal guardians to provide the daycare center with an IEP always adapted to the child's needs. The SEAS will always apply the latest IEP made available to it by the legal representatives and declines all responsibility if this IEP is no longer appropriate. The validity of the medications in the IEP must be checked by the legal representatives.

Failure by legal representatives to share or provide information about their child's health may delay their admission. An update or termination of the PAI must be submitted to the SEAS without delay.

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 8).

VII. Authorisation for activities outside the SEAS

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

In the event of *an excursion abroad*, the legal representatives undertake to submit a 'parental authorisation' 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 must be notified in writing to the manager of the SEAS Heffingen/Reuland.

The following changes must be notified:

- address if changing Residency,
- 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 12).

X. Rates

A. 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. A series of measures providing partial free access and cost reductions for legal representatives has been in place since September 2022. These measures aim to facilitate access for all children to high-quality childcare and non-formal education.

The terms and conditions for free childcare and meal prices can be found on the website of the Ministry of National Education, Children and Youth, hereinafter referred to as "MENJE".

<https://guichet.public.lu/fr/citoyens/famille-education/enseignement-fondamental/cheque-service.html>

<https://men.public.lu/fr/systeme-educatif/enfance/02-gratuite.html>

Free admission is only applicable outside of school holidays and only with a Chèque-Service Accueil contract, hereinafter referred to as a "CSA contract," for school-aged children (except for children attending early childhood education).

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

Legal guardians must sign up for a service voucher contract for their child in order to benefit from partial or total financial assistance from the government. You can sign up for a service voucher contract at your local town hall.

For any new registration or updating of registration with SEAS, membership in the service voucher must be active. The service voucher reception contract is valid for one year. Legal representatives are required to renew it within the deadlines.

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

B. 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.

C. 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 SEAS to inform him/her of the situation and to find an amicable arrangement to avoid any legal proceedings.

D. 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.

E. 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 contract, as well as **your bank account details (RIB)**.

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 of 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.

F. 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: 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-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 and must be submitted by email to relais.heffingen@croix-rouge.lu.

G. 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.

H. 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.

XI. Summary of Annexes

Annex 1 -Attendance Sheet
Annex 2 Irregular Attendance sheet
Annex 3 Modification sheet
Annex 4 Parental authorisation for third parties
Annex 5 Parental authorisation to travel at home and club travel
Annex 6 Medication administration form
Annex 6A : Care products administration form
Annex 7 direct debit order
Annex 8 General notice on the protection of personal data - SEAJ of the Luxembourg Red Cross
Annex 9 Information notice specific to the processing of personal data in the form of images (photographs or videos) captured by the SEAS Heffingen/Reuland of the Luxembourg Red Cross
Annex 10 Authorisation for the taking and/or publication of images (photographs or videos) (children under the age of 13)
Annex 11 DIMMI APP authorisation
Annex 12 Termination of registration contract

All appendices can be downloaded from our websites: [Heffingen \(Reuland\) - Croix-Rouge luxembourgeoise, Menschen helfen](#).