

Service d'éducation et d'accueil SEAS – International School Junglinster

Internal rules and regulations (ROI) School year 2026-2027

Dear legal guardians,

We are pleased to present to you the internal regulations of the Service d'éducation et d'accueil (SEA) of the International School Junglinster for the 2026/2027 school year.

Together with the support of the Ministry of National Education, Children and Youth, the Luxembourg Red Cross offers childcare services within the Service d'éducation et d'accueil from 7:00 a.m. to 7:00 p.m., in order to help families better balance their family and professional lives.

This service is available to all children enrolled at the International School, according to the established admission priorities. Please note that the maximum number of children allowed per structure is defined by the Ministry of National Education, Children and Youth, and this limit must be strictly respected.

The ROI is based on the youth law of July 2008, available at <https://www.enfancejeunesse.lu/> under the section 'Legislation'.

Amélie Steffen

Manager of SEAS *International School Junglinster*

Operation principles

A. Admission priorities

All children enrolled at the International School may benefit from the services offered within the Education and Care Service according to the admission criteria.

If the number of registrations exceeds the maximum capacity defined by the approval for each site, priority will be given to:

- single-parent families;
- families in which both legal guardians work full-time;
- vulnerable families (e.g. social needs);
- families in which one or both legal guardians are registered with the Employment Development Agency (ADEM) will be prioritised once an employment contract is obtained.

In addition to the basic criteria, municipal regulations in Luxembourg may provide additional priority criteria.

Admission priorities are not ranked.

B. Admission

A registration request must be completed and submitted to the Education and Care Service, hereinafter referred to as “the Service”, “the SEAS”, or “the Site”. Each registration request is processed individually according to the availability of the Site.

The submission date of the registration contract or the renewal letter will serve as reference if the total number of registration requests exceeds the maximum capacity and several requests meet the same admission criteria listed 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 Care Service reserves the right to cancel the registration of children whose legal guardians do not meet the priority criteria mentioned above.

In such cases, the SEAS management, in consultation with the legal guardians, will propose 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/renewal contract.

A registration request is in no way a guarantee of final enrolment.

The present contract extends until the end of the child's schooling in fundamental education and must be updated each year after verification of the admission priorities.

Any termination must be communicated in writing with a notice period of **1 month**.

General timetable

I. School period

The Education and Care Service is open every working day of the school week, from Monday to Friday.

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

PRIMARY

	Monday	Tuesday	Wednesday	Thursday	Friday
lunch (fixed timeslot) (P1 & P2) (P3-P5)	12:00 - 13:00 13:00 - 14:00	13:00 - 14:00	12:00 - 13:00 13:00 - 14:00	13:00 - 14:00	12:00 - 13:00
	SCHOOL		SCHOOL		
afternoon	14:00 - 16:00 16:00 - 18:00 18:00 - 19:00	14:00 - 16:00 16:00 - 18:00 18:00 - 19:00	14:00 - 16:00 16:00 - 18:00 18:00 - 19:00	14:00 - 16:00 16:00 - 18:00 18:00 - 19:00	13:00 - 14:00 14:00 - 16:00 16:00 - 18:00 18:00 - 19:00

*P1–P2 classes have their lunch break between 12:00 p.m. and 13:00 p.m.

**P3–P5 classes have their lunch break between 13:00 p.m. and 14:00 p.m.

***Between 14:00 p.m. and 15:30 p.m., all primary classes are in school; P3–P5 classes remain until 16:15 p.m.

Kindergarden children are at the Maison Relais from 13:00 p.m. on weekdays and from 12:00 p.m. on Fridays.

KINDERGARTEN

	Monday	Tuesday	Wednesday	Thursday	Friday
lunch (fixed timeslot)	13:00 - 14:00	13:00 - 14:00	13:00 - 14:00	13:00 - 14:00	12:00 - 13:00
afternoon	14:00 - 16:00	14:00 - 16:00	14:00 - 16:00	14:00 - 16:00	13:00 - 14:00
	16:00 - 18:00	16:00 - 18:00	16:00 - 18:00	16:00 - 18:00	14:00 - 16:00
	18:00 - 19:00	18:00 - 19:00	18:00 - 19:00	18:00 - 19:00	16:00 - 18:00 18:00 - 19:00

*P1–P2 classes have their lunch break between 12:00 p.m. and 13:00 p.m.

**P3–P5 classes have their lunch break between 13:00 p.m. and 14:00 p.m.

***Between 14:00 p.m. and 15:30 p.m., all primary classes are in school; P3–P5 classes remain until 16:15 p.m.

Kindergarten children are at the Maison Relais from 13:00 p.m. on weekdays and from 12:00 p.m. on Fridays.

Except in exceptional circumstances, the fixed time slots must be respected.

II. SEAS closing dates for 2026-2027

Special closing days may be added to the closing dates, particularly for internal pedagogical training. If so, you will be informed in due time.

Closing Dates

- 03.08.2026 to 07.08.2026
- 14.09.2026
- 21.12.2026 - 05.01.2027
- 02.08.2027 - 08.08.2027
- 13.09.2027 - 14.09.2027

A. Registration procedures

All forms are available at the SEAS secretariat. They can also be consulted and downloaded on the Croix-Rouge website at <https://www.croix-rouge.lu/fr/service/maisons-relais-creches/>.

All modification, cancellation or annex forms must be sent by email or handed directly to the team (letterbox, etc.).

It is the responsibility of the legal guardians to comply with the rules regarding the non-cumulative use of the *Chèque-Service Accueil* with full-time parental leave, as defined by the *Caisse pour l'avenir des enfants* and available on its website

III. Registration for the school period

1. Regular attendance form (Annex 1)

Your child is registered for the entire school year at the SEAS on the days and time slots indicated on the “Attendance Form for the School Period”, after confirmation by the SEAS manager.

2. Occasional/weekly/monthly Irregular attendance form (Annex 2)

Irregular registrations are intended for legal guardians who work irregular hours and whose childcare needs change from week to week or month to month. You may register your child using the “Irregular Attendance Form” as follows:

Monthly planning

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

Changes to the monthly planning

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

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

Objective

These rules aim to ensure better predictability and allow efficient planning of staff and activities within the SEAS.

If necessary, the SEAS may request additional information.

You will receive a response no later than 5 working days after submitting the form.

1. Modification form (Annex 3)

For organisational reasons, any modification or cancellation of registration during the school period must be communicated in advance, in writing or by email, **by the 15th of the month for the following month** (modification conditions as described above in Annex 2) to the SEAS office.

After this deadline, it will not be possible to take the change into account for invoicing (see explanations under “Fees”).

The modification request will be considered within the limits of available places.

If the modification procedure is not respected, the registered time slots will be fully invoiced, even if your child is absent.

In case of repeated non-compliance with the initially requested registration schedule, the management reserves the right to adjust the child’s registration according to the child’s actual attendance.

Likewise, to avoid unnecessarily blocking time slots, we reserve the right to adjust schedules if we observe that you repeatedly cancel the same time slots that were granted to you at the beginning of the school year.

B. Registration for the holiday period

Holiday period registration form:

During school holidays and Saint Nicholas Day, the SEAS will remain open, except for the 14.09.2026 and during the Christmas holidays 2026 (21.12.2026 - 01.01.2027) and from the 02.08.2027 to 06.08.2027.

Due to the specific organisation during holidays, a dedicated registration is required. Holiday registration forms will be sent to you by email / made available at the SEAS. You must submit the completed form no later than the indicated deadline. You will always receive either a confirmation or a refusal (in writing).

Exceptionally, for justified urgent reasons and provided that the structure's capacity allows it, we may accept registrations after the deadline.

Departure times during school holidays:

During school holidays, certain excursions may last the entire day (e.g. from 9:00 a.m. to 5:00 p.m.). The holiday activity programme will be available in the entrance area of the Maison Relais.

Please note that *Chèque-Service* gratuity does not apply during school holidays.

Daily routine

A. The Education and Childcare Service

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

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

- provides an environment conducive to the child's social, cognitive and motor development;
- offers an "open" pedagogical approach adapted to the child's age, in rooms/spaces with specific functions (e.g. construction, movement, role-play, creativity...), allowing children to gain experience according to their interests and needs;
- encourages children to participate actively and democratically in organising daily life within the Service;
- observes and documents the child's development and progress.

Screen life balance:

According to the regulations of the Ministry of National Education, Children and Youth, a complete ban on smartphones (including smartwatches) is implemented in education and care structures for school-aged children, just as in fundamental education.

However, the use of digital tools is permitted within:

- pedagogical activities that fall within the National Reference Framework for Non-Formal Education of Children and Youth,
- and only if these activities are supervised by educational staff.

"Zesammen Aktiv" Programme:

The “Zesummen Aktiv” initiative aims to promote and harmonise regular physical activity within education and care structures for school-aged children (SEAS):

- two daily physical activity sessions are offered;
- activities are structured, supervised by educational staff, and diversified to meet children’s developmental needs.

B. Food services

The Food Service operates every day (Monday to Friday from 12:00 to 14:00) during SEAS opening hours and remains open during school holidays. A snack is served after 16:00 to children attending the SEAS after school.

Meals are delivered and prepared by a professional cook who ensures healthy and balanced nutrition. Menus are created by a dietician and selected according to the Ministry of Health’s school-age nutrition guidelines (frequency, quantities).

The menu plan can be consulted on the Restopolis website:

<https://portal.education.lu/restopolis20/Menu-R%C3%A9servation>.

Children of all cycles eat within a self-service system. This model allows them to organise their lunch break autonomously by choosing from various proposed activities.

The SEAS educational team ensures that each child has eaten a balanced meal and supervises activities and children. The team is always available to provide legal guardians with necessary information regarding meals.

Food allergies/intolerances (e.g. strawberries, nuts...) and dietary incompatibilities (e.g. diabetes) must be reported and certified by your doctor and submitted at registration.

As we unfortunately cannot provide diet-specific meals or meals meeting certain medical requirements, we will try, as far as possible, to find an appropriate solution together with the legal guardians and the dietician.

During school holidays, breakfast is served in the morning.

C. Supervised study

The Education and Care Service offers supervised study sessions in accordance with Article 2 of the amended Grand-Ducal Regulation of 14 November 2013 concerning the approval granted to managers of an education and care service: “Supervised study consists of offering school-aged children a favourable environment for completing their homework independently, in calm conditions, with supervision and minimal support.”

Supervised study sessions are offered:

- Mondays and Wednesdays: between 4:00 p.m. and 6:00 p.m.
- Tuesdays, Thursdays and Fridays: between 2:00 p.m. and 3:00 p.m.

The homework room remains available to children during the afternoon on Tuesdays and Thursdays from 3:00 p.m. onwards, for those who wish to work longer.

D. Transition

A transition period is implemented to support the child in their move from the crèche to the Maison Relais. This adaptation period allows the child to gradually discover the new structure, the educational team and the environment, in order to ensure a safe and reassuring welcome.

The transition concept, as well as the procedures of the transition phase between the crèche and the Maison Relais, will be communicated to you by the head of the structure during the registration day, when the registration file is handed over, or together with the confirmation of enrolment in the Education and Childcare Service.

Important information

A. Discipline

Repeated disobedience by a child, or behaviour that disrupts the group, will result in a meeting between the legal guardians 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 from leaving the premises without prior authorisation from the legal guardians. Legal guardians will be informed by telephone in case of the absence of a registered child.

B. Civil liability insurance

The SEAS declines all responsibility in case of loss or damage to toys, clothing, money, mobile phones, electronic devices 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 the SEAS.

As soon as the legal guardians or the person designated by them are present at the SEAS, the children fall under their responsibility.

C. Delay

In case of delay by the legal guardians compared to the child's registered schedule, it is essential to inform the SEAS staff.

Repeated delays will result in a systematic extension of attendance times and will lead to a meeting with the manager.

Any additional time slot started beyond the child's registered schedule will be invoiced.

Illness

3. General Procedures

In case of illness of a child, it is the responsibility of the legal guardians to find alternative childcare.

Children with a contagious illness are not admitted to the SEAS for the entire duration of contagion. If your child has head lice, please inform the educational team or the Site Manager so that hygiene measures can be taken immediately.

In case of a medical emergency or accident, the staff reserves the right to contact the hospital emergency service or call emergency rescue services.

In case of illness, it is imperative to notify us by telephone and/or email no later than 10:00 a.m. on the same day.

If the child shows symptoms of illness and/or fever, the legal guardians will be asked to pick up their child as soon as possible, or to send an authorised person (as indicated on the parental authorisation for third parties — see Annex 4).

A sick leave exceeding 2 days must be justified by a medical certificate, which must be submitted within 3 working days. If this procedure is respected, the initially planned attendance hours will not be invoiced.

Vaccination card

Legal guardians must ensure that the copy of the vaccination card available at the structure is always up to date. The Luxembourg Red Cross does not check vaccinations. The collection of this data is required by the Health Inspection Division of the Ministry of Health.

A. Administration of medicines

Medication is administered only with:

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

We therefore ask legal guardians to provide a copy of the medical prescription indicating the exact dosage to be administered to the child and the duration of the treatment, and to write the child's name on the medication.

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

4. Daily care

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

- Cedium disinfectant for cleaning wounds
- Arnica cream/stick for bumps and bruises
- Calmiderm cream/gel for insect bites and sunburn
- Sunscreen
- Protective and repairing cream (for irritated skin) without medication
- Flamigel burn relief cream/gel
- Wet wipes

For your information, the presence of ticks requires the intervention of the legal guardians, or possibly a doctor.

5. Allergies/Intolerances/medical history

Please inform us of any allergies, intolerances and/or dietary incompatibilities or other medical conditions (egg allergy, nut allergy, diabetes, etc.) so that we can work together to find a solution that meets your child's needs.

For children with:	Documents to provide

Food allergies/intolerances/avoidances without risk for an anaphylactic shock	Doctor's certificate
Severe food allergies/intolerances, dietary incompatibilities with risk of anaphylactic shock ; specific health needs (diabetes, epilepsy, asthma, heart disease, etc.)	PAI (Individual Care Plan) and Emergency Action Plan to follow in case of crisis with emergency kit (fastjekt/epipen)

For children with special needs and/or requiring specific care (diabetes, epilepsy, asthma, heart condition, etc.), it is also essential that the PAI (Individual Care Plan), accompanied by the Emergency Action Plan, be completed by your attending physician and submitted at registration to our Education and Care Service.

Any update or termination of the PAI or a medical intolerance certificate 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 status and needs. It is the exclusive responsibility of the legal guardians to ensure that the Maison Relais always has an up-to-date PAI adapted to the child's needs. The SEAS will always apply the most recent PAI provided by the legal guardians and declines all responsibility if this PAI is no longer appropriate. The validity of the medication included in the PAI must be checked by the legal guardians.

Failure to share or insufficient information from the legal guardians regarding the child's health condition may delay admission.

Image Capture and Publication

We kindly ask you to complete the form "Authorisation for the capture and/or publication of images (photographs or videos)" to give your consent for image capture and publication. (**Annex 8**)

Authorisation for activities outside the SEAS

The legal guardians agree that their child may participate in all activities of the Maison Relais and leave the premises under supervision on foot, in a private car, van, bus or public transport.

In the event of an *excursion abroad*, the legal guardians undertake to provide a “parental authorisation” issued by the municipal administration.

If no parental authorisation is provided, childcare by the SEAS on the day of the excursion cannot be guaranteed.

Déclaration of changes in personal data

Any change in personal data must be reported in writing to the SEAS manager “SEAS International School”.

The following changes must be reported:

- change of address in case of moving,
- telephone number,
- professional situation (working hours per week),
- the child’s health condition,
- change of bank account

The SEAS undertakes to update your data as quickly as possible.

Termination of the registration

Termination of the child’s registration at the SEAS must be notified **1 month before it takes effect**, in writing, to the manager (**Annex 12**).

Fees

A. Financial contribution of legal guardians to SEAS operating costs

The financial contribution of legal guardians is determined according to the Chèque-Service Accueil system.

It is calculated based on the financial and family situation of the legal guardians and according to the official pricing established by the Ministry of National Education, Children and Youth.

A series of partial gratuity measures and cost reductions for legal guardians has been in effect since September 2022. These measures aim to facilitate access for all children to quality care and non-formal education.

The conditions regarding free childcare and meal prices can be consulted on the website of the Ministry of National Education, Children and Youth (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>

Gratuity applies only outside school holidays and only with a valid Chèque-Service Accueil contract (CSA) for school-aged children (except children attending early education).

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

It is essential that legal guardians subscribe to a Chèque-Service contract for their child in order to benefit from partial or full financial participation by the State. The Chèque-Service membership is obtained at your local municipality.

For any new registration or update of registration at the SEAS, the Chèque-Service membership must be active. The Chèque-Service Accueil contract is valid for one year. Legal guardians are required to renew it within the deadlines.

Upon request from the legal guardians, a certificate to be attached to the tax declaration will be issued by the SEAS manager.

B. Invoicing

Registered time slots are always fully invoiced, as well as any attendance exceeding the registered time slots.

As mentioned earlier, any attendance during school holidays is invoiced according to the rates defined in the CSA contract.

In case of absence during school holidays, the absence will be invoiced according to the reserved time slots.

In case of illness during or outside school holidays, the absence will not be invoiced only upon submission of a medical certificate, provided within 5 working days.

C. Reminders

The payment deadline for any invoice is 30 days.

After this period, a reminder letter is sent to the legal guardians by the accounting department of the Luxembourg Red Cross.

Starting from the third reminder, a formal notice procedure is initiated by the accounting department.

However, in case of payment difficulties, we invite you to make an appointment with the SEAS manager to inform them of the situation and to find an amicable arrangement to avoid legal proceedings.

D. Exclusion for repeated non-payment

In case of repeated non-payment of invoices, the SEAS reserves the right to temporarily or even permanently exclude a child, with a 3-month notice, in accordance with the termination clause stated in section IV of the present Internal Regulations.

E. Direct debit order

To facilitate the payment of your invoices and avoid any missed payments, we recommend that all monthly payments be made via a SEPA direct debit order (Annex 7).

Please fill in the form legibly, sign it, and attach it to the registration contract along with the RIB (bank account identification).

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, it is not necessary to renew it unless your bank details have changed.

The Luxembourg Red Cross submits the amount due for payment to your bank on the last working day of the month. Your bank will process the debit automatically, without any action required on your part.

F. Re-Invoicing

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

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

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 re-invoicing request is possible.

To do so, please contact the manager of the crèche to submit a request to the MENJE. Each invoice may be subject to a retroactive reimbursement request for a maximum period of *12 months*.

Please note that a re-invoicing request may concern a maximum of the **last three consecutive invoices** and must be submitted by email to: internationalschool@croix-rouge.lu

G. Tax certificate

Upon written request from the legal guardians, the SEAS secretariat will provide a certificate to be enclosed with their tax return.

H. Contract Termination

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

Summary of annexes

Annex 1 – Regular 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 + RIB

Annex 8 - General notice on the protection of personal data - SEAS 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 « Internationalschool Junglinster » 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 annexes can be downloaded from our websites (International School Junglinster - Croix-Rouge luxembourgeoise, Menschen helfen).