

Withdrawal and Cancellation Policy

1. Introduction

Many parents cancel a signed placement contract before they start using childcare (termination before the start date). This puts significant pressure on our business operations. As a result, personnel costs per child increase due to lower occupancy than possible. This may affect future hourly rates, while we aim to keep childcare as affordable as possible for parents who do use our services. Various initiatives have already been launched to reduce this number, and the introduction of cancellation fees is therefore the next necessary step.

To reduce pressure on pricing and our staff, we have implemented this Withdrawal and Cancellation Policy. We consider it very important that parents clearly understand our rules regarding cancellation or modification of a placement contract. These rules are explained in this Withdrawal and Cancellation Policy.

This policy has been drafted in line with the General Terms and Conditions for Childcare, Daycare and After-School Care of the Brancheorganisatie Kinderopvang (hereinafter the “BK Terms”) and our Babilou Family Supplementary Terms and Conditions (hereinafter the “Supplementary Terms” and together with the BK Terms, the “General Terms and Conditions”).

2. Scope

This Withdrawal and Cancellation Policy applies to all placement contracts concluded between parents/guardians and our childcare organization, Kinderopvang Bijdehandjes B.V., and applies to daycare (KDV) and after-school care (BSO).

This also applies to placement contracts for siblings who have not yet started their childcare.

3. Right of Withdrawal (within 14 days after signing the placement contract)

After signing the placement contract, you are legally entitled to a 14-day cooling-off period. Within this period, you may withdraw from the placement contract free of charge and without giving reasons via the contact form on the website.

If you wish to make use of this right, select “I want to cancel or withdraw my contract” in the contact form menu and clearly state in your message that it concerns a withdrawal of your placement contract.

Please note, the 14-day withdrawal period starts on the day the placement contract is signed. For example, if you sign the placement contract on January 1, you have until January 15 at 11:59 PM to withdraw. If the 14th day falls on a weekend or public holiday, the withdrawal period ends on the next working day at 11:59 PM.

If you withdraw from the placement contract and have not yet used childcare services, any payments made up to that point will be refunded as soon as possible and in any event within 14 days after we have been informed of your decision to withdraw. No fees will be charged for this refund.

If you withdraw from the placement contract and have already used childcare during the cooling-off period, you must pay for the childcare services provided.

4. Cancellation before the start date (after 14 days)

If you wish to cancel your placement contract outside the withdrawal period, the following applies:

Term up to the start date of the childcare (the “Start Date”)	Cancellation costs	Remark
More than 3 months	No administrative costs	Fully free cancellation
1 – 3 months	Fixed fee €150 per placement contract	For administrative and preparation costs
Less than 1 maand	Maximum of 1 month childcare	Parent pays an amount equal to one month’s contract rate

If cancellation occurs within 14 days after signing, no costs apply, even if it is less than 1 month before the start date. In that case, you can rely on the above-mentioned right of withdrawal.

Cancellation fees apply to daycare (KDV) and after-school care (BSO). No cancellation fees apply to preschool care (PO).



5. Amendment of the placement contract before the start date

In some cases, parents may postpone the start date. The following rules apply:

Postponement until the Start Date	Costs / Conditions	Placement guarantee
Less than 1 month	No costs	Place remains guaranteed
1 – 3 months	Fixed fee €250 per placement contract	Place remains guaranteed upon parent's agreement
Less than 1 maand	Placement contract is cancelled	Placement guarantee lapses; new assessment required

Please note, a placement contract may be amended once. Upon a second amendment, the placement guarantee lapses and availability will be reassessed. The amended must be submitted at least one month prior to the start date.

In some cases, parents may reduce the amount of childcare to be taken before the Start Date. The rules for this are as follows:

Amount of reduction	Costs / Conditions	Placement guarantee
1 day	No costs	Place remains guaranteed
Between 1 and 2 days	Fixed fee €250 per placement contract	Place remains guaranteed upon parent's agreement
More than 2 days	Placement contract is cancelled	Placement guarantee lapses; new assessment required

Please note, a placement contract may be amended once. Upon a second amendment, the placement guarantee lapses and availability will be reassessed. The amended must be submitted at least one month prior to the start date.

6. Discretionary room for special cases

In exceptional and unforeseen circumstances, the organization may, as a gesture of goodwill, decide to fully or partially waive cancellation fees. This is a discretionary decision by the organization, in which the specific circumstances of the case (such as medical reasons) will be taken into account.

Please note, no rights can be derived from this possibility, and it does not create a precedent for other situations.



7. Termination after the start of childcare

After the start date of childcare, the placement contract may be terminated by the parent subject to the applicable notice period.

In accordance with the BK Terms and our Supplementary Terms, the following applies in summary:

1. The parent may terminate the placement contract in writing at any time. A notice period of one month applies, unless otherwise stated in the General Terms and Conditions or the placement contract.
2. The notice period commences on the date the written termination is received by the organization. During the notice period, childcare continues and the parent remains liable for the usual childcare fees.
3. After the start date, no cancellation fees will be charged. The payment obligation is limited to childcare costs during the notice period, as stipulated in the placement contract and the General Terms and Conditions.
4. In situations where the placement contract ends with immediate effect pursuant to the BK Terms (for example, in the event of the child's death), the payment obligation also ends as of that date.
5. If the placement contract is terminated before the end of the calendar year, a final invoice will be issued for the costs of the actual childcare provided. This final invoice will never result in a credit (negative amount).

