

Dear Parent(s),

You have entrusted us with your child, and we thank you for the confidence you place in us.

In order to ensure a smooth and positive experience for your child in our care structure, we would like to provide you with more detailed information about how it operates.

Our *Maison Relais* is an institution operating under agreement with the Ministry of Education, Children and Youth, as well as with the municipality of Kopstal. Our care structure is officially approved as a *Service d'éducation et d'accueil* under the number SEAS20180177. The service welcomes children aged 3 to 12 years.

Our service should under no circumstances be considered a school or a substitute for the family environment. It is, above all, an institution that aims to complement, support, and reinforce the education your child receives at home. In this respect, you as parent(s) and/or legal guardian(s) retain full responsibility for your child.

It is clear that, in order to achieve this goal and ensure the highest level of well-being for the children, close cooperation between you and the educational staff of our service is essential.

Our staff strives to create a warm and welcoming atmosphere that promotes the optimal development of your child. In line with our educational concept, the team makes every effort to respond as closely as possible to the needs and wishes of the children in our care.

However, as with any community setting, a minimum set of rules is necessary. Therefore, the attached cooperation agreement has been established and forms an integral part of the care contract that has been signed.

COLLABORATION CONTRACT 2026-2027

(please initial every page)

1. Organisation and general information

Cycle 1: Phone number 27327-**814** ou 27327-**815** ; e-mail: cycle1.mre@kopstalschoulen.lu

Cycle 2: Phone number 27327-**816** ou 27327-**817** ; e-mail: cycle2.mre@kopstalschoulen.lu

Cycle 3: Phone number 27327-**818** ou 27327-**819** ; e-mail: cycle3.mre@kopstalschoulen.lu

Cycle 4: Phone number 27327-**820** ou 27327-**821** ; e-mail: cycle4.mre@kopstalschoulen.lu

Management team: Phone number 27327-**811**; e-mail: mre@kopstalschoulen.lu

Admin. : Phone number 27327-**812** or answering machine 27327-**801**; e-mail: mre@kopstalschoulen.lu

2. Operation of the service

- 2.1 The service is open from Monday to Friday, from 7:00 to 7:40 a.m. and from 11:35 a.m. to 7:00 p.m. The office is open every day from 8:00 a.m.
- 2.2 Closing days correspond to official public holidays. The *Maison Relais* is also closed during the first week of the Christmas holidays, i.e. from December 21 to 25, 2026, as well as on September 14, 2027. Parents will be informed at the beginning of each new year or upon their child's registration. The closing dates will be displayed at the main entrance.
- 2.3 In case of a child's absence (unplanned leave, illness, etc.), parents are asked to inform the group no later than 9:00 a.m. If the absence is not reported or is reported after 9:00 a.m., the meal and/or the scheduled hours will be charged for that day.
- 2.4 Under no circumstances may children be required to participate in political or trade union events. The children's religious affiliation will be respected.
- 2.5 In principle, children participate in all activities organized under the responsibility of the educational staff of the care structure.
- 2.6 An afternoon snack is served at 4:00 p.m. A hot meal is served to the children around 12:00 p.m. Children have breakfast and dinner at home. During school holidays, children will have the possibility to have breakfast with us.

3. Registration regulations

Registrations for the *Maison Relais* take place every year during the month of May for the following school year. Children are not automatically enrolled for the next year. Registration documents can be downloaded from our website.

Registrations for school holidays must be completed using a form available at the *Maison Relais* or on our website. The completed forms must be submitted to the office or sent by email by the indicated deadline.

The following deadlines must be respected :

Autumn holidays 2026 : 11 October 2026

Easter holidays 2027 : 7 March 2027

Christmas holidays 2026/27 : 29 November 2026

Pentecost holidays 2027 : 9 May 2027

Carnival holidays 2027 : 17 January 2027

Summer holidays 2027 : 27 June 2027

In the event of repeated failure to respect the initially requested registration schedules, the management teams reserves the right to adjust the child's registration according to the child's actual attendance.

4. Arrival and departure of the children

Children may be picked up by parents, legal guardians, or persons listed on the registration form. One or more additional persons may be authorized by completing the "child pick-up authorization" form, duly signed, and by providing a copy of the identity card of the person collecting the child (there are two forms: one for occasional pick-ups and one for regular pick-ups).

If a child is not picked up by a person with parental authority (or any other person previously designated by the parent(s)) after the closing time of the care facility, and all attempts to contact the responsible persons remain unsuccessful, the staff will call the police, who will take charge of the child.

A child may not be handed over to a minor or an adult without written authorization from the person holding parental authority. In case of doubt, the supervising staff may refuse to release the child to the person in question and will contact the person holding parental authority.

5. Medical obligations

In the case of a contagious illness or any other condition requiring treatment, the child must remain at home until there is a clear improvement in symptoms and until they are able to participate in group activities.

« A sick child belongs in his bed, surrounded by his parents. »

6. Financial participation

The financial contribution of the parent(s) is described in the care contract (see section 4.4).

It is preferably to be paid by direct debit or, at the latest, within 10 days of receipt of the invoice, by bank transfer to the account **BCEELULL IBAN LU08 0019 1000 3109 2000** (Spuerkeess).

7. Facturation

- Since the start of the 2022 school year, *Maison Relais* services have been free of charge for all children, except for *précoce* (early education) and during school holiday periods for all children.
- The financial contribution is determined by the “*chèque-service*” system. Parents must sign a membership agreement **each year** with the Municipal Administration of Kopstal in order to benefit from this system, even if the service is free for cycles 1–4 during the school term (except for *précoce*).
- For *précoce* and for cycles 1–4 during school holidays: any unexcused absence is considered as actual attendance and will therefore be charged.
- For *précoce*: the weekly “Lasep” hour is not charged. However, if the child takes part in a special excursion organized by Lasep, the hours will be charged.

8. Recommendations

- 8.1. Parents are advised to dress their children in a way that allows them to take part in both outdoor and indoor activities, regardless of the season, and to follow the recommendations of the educational staff in this regard.
- 8.2. It is necessary to provide enough spare clothing and underwear for the children in their locker. These should be checked regularly by the parent(s).
- 8.3. It is essential to label the children’s clothing with their first and last names. The care structure cannot be held responsible for the loss, theft, or damage of unlabelled clothing.
- 8.4. Children must wear weather-appropriate shoes that allow them to participate in outdoor activities. It is recommended that they also have a pair of slippers that remain at the facility.
- 8.5. It is recommended not to bring toys, except in *précoce*, where soft toys are allowed. The care structure declines all responsibility in the event of loss, theft, or damage to any toy brought by the child.
- 8.6. For educational and health reasons, bringing sweets is prohibited.
- 8.7. Parents are encouraged to organize holidays for their children during the year. Please adopt a responsible approach, keeping in mind that your child also needs periods of rest.

Repeated and deliberate failure to comply with this cooperation agreement may result in the child being excluded from the care facility.