





# **Internal Regulations**

## After-school and Leisure Activities European School of Strasbourg

May 2025 - Version 1.1 - May 25, 2025

## 

## Internal

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## 1. The UFCV

Present at the European School of Strasbourg since August 1, 2019, the UFCV manages leisure activities at the request of the Parents' Association.

Founded in 1907, the UFCV is a nationally recognized non-profit organization. Its purpose is to encourage, promote, and develop socio-educational, cultural, and social activities, as well as training and integration initiatives. As a major player in the social economy, it focuses on improving living conditions for a more inclusive society. As a popular education association, the UFCV is an approved complementary educational association for public education. Secular and pluralist, it combats all forms of sectarianism and exclusion.

#### Local leisure activities fulfill three fundamental functions:

**1** A collective childcare service for children, which is particularly useful for working parents. Afterschool and leisure activities must therefore provide all the material and emotional security necessary for the well-being of the children in their care.

**2** A reception and activity service for children who will benefit from the time and space offered by leisure and after-school facilities to take part in activities that are appropriate for their age and likely to interest them.

**3** An educational service that promotes the social development of children in conjunction with other educational stakeholders (particularly families and schools).

The UFCV's educational project is based on democratic values that are verbalized and implemented by adults, and promotes access to citizenship values for children who participate in leisure activities.

This educational project can be downloaded from our <u>Activities Portal</u> website or consulted at the centers. The educational project provides a framework for the educational projects of UFCV leisure center directors.

UFCV address in the region:

UFCV Grand Est 1, rue Job 67100 STRASBOURG www.ufcv.fr

## 2. PRESENTATION OF OPENING HOURS

The various types of childcare services are provided by the Parents' Association and delegated to the UFCV. As a result, extracurricular services are reserved exclusively for members of the APE-EES.

These rules and regulations form an integral part of the educational program for each service.

All our childcare services are registered with the Departmental Service for Youth, Engagement and Sports (SDJES) and are subject to the regulations in force.

Access to childcare is reserved for all children aged 4 (enrolled in M1, middle section of nursery school) to 12 and secondary school students for the LunchBox. All childcare takes place on the premises of the European School of Strasbourg.

There are four childcare sessions:

#### **1** AFTER-SCHOOL CARE

Evening care for M1 and M2

- Monday, Tuesday, and Thursday from 3:35 p.m. to 6:15 p.m.
- Friday from 2:00 p.m. to 6:15 p.m.

#### Evening care for P1 and P2

- Monday, Tuesday, and Thursday from 3:20 p.m. to 6:15 p.m.
- Friday from 2:00 p.m. to 6:15 p.m.

#### Evening reception P3 - P4 and P5

• Monday, Tuesday, Thursday, and Friday from 3:30 p.m. to 6:15 p.m.

In order to ensure that educational activities run smoothly, children cannot be picked up before **4:30 PM** on Mondays, Tuesdays, Thursdays, and Fridays.

Kindergarten, P1 and P2 children may also be picked up between 3:15 p.m. and 3:30 p.m. on Fridays only.

## For organizational reasons, we kindly ask you to respect this time slot and to inform us by email at <u>perisco.ees@ufcv.fr</u> no later than 6:00 p.m. the day before.

• <u>Wednesdays (school days)</u>

Every Wednesday, children in M1 to P5 are welcome from 2:00 p.m. to 6:00 p.m., with drop-off between 2:00 p.m. and 2:10 p.m.

To ensure that educational activities run smoothly, children may be picked up from **4:30 p.m**.

#### **2** LUNCHBOX

LunchBox supervision is available during the school year for children in grades M1 to S4. This service is available on:

#### Lunch box reception for M1 and M2

- Monday, Tuesday, and Thursday from 11:35 a.m. to 1:00 p.m.
- Wednesdays from 12:15 p.m. to 2:00 p.m.
- Friday from 11:35 a.m. to 2:00 p.m.

Lunch box welcome for P1 and P2

- Monday, Tuesday, and Thursday from 12:05 p.m. to 1:20 p.m.
- Wednesday from 12:30 p.m. to 2:00 p.m.
- Friday from 12:05 p.m. to 2:00 p.m.

#### Lunch box reception for P3, P4, and P5

- Monday, Tuesday, Thursday, and Friday from 11:55 a.m. to 1:20 p.m.
- Wednesday from 12:25 p.m. to 2:00 p.m.

#### **3** SPECIFIC ACTIVITIES

These activities are managed by the after-school activities department. Families can register directly on their personal <u>Family Portal</u> account. Registration is only possible once the registration form has been validated.

Registration is for the entire year and is final after the two trial sessions. No refunds will be given if the family withdraws during the year.

The UFCV and APE EES provide information and prices on their respective websites: <u>www.portail-animation.ufcv.fr</u> and/or <u>www.ape-ees.</u>eu

Please note: all registrations for specific activities must be made in advance with the after-school service, and language and remedial classes offered by the school do not entitle you to a reduction on the monthly fee.

#### **4** RECREATIONAL ACTIVITIES – HOLIDAYS

Care during school holidays is available from **8:00 a.m.** to **6:00 p.m.**, Monday to Friday, for children in grades M1 to S1 (ages 4 to 12).

For the **2025/2026** school year, the following periods have been selected:

- Fall break: Monday, October 20 to Friday, October 31, 2025
- Winter vacation: Monday, February 16 to Friday, February 27, 2026
- Spring break: Monday, April 13 to Friday, April 24, 2026
- Summer vacation: Monday, July 6 to Friday, July 17, 2025, and Monday, August 17 to Friday, August 21, 2025

Children may only arrive and depart during reception and departure times (from 8:00 a.m. to 9:00 a.m. and from 5:00 p.m. to 6:00 p.m.).

## **3. OPERATING PROCEDURES**

#### → SUPERVISORY STAFF

A coordinator and an assistant director supervise all activities entrusted to the UFCV.

Children in M1 and M2 are looked after by a team of "nursery" childcare workers, and children in P1 to P5 (+ S1 to S4 for the Lunch Box) are looked after by a team of "primary" childcare workers. The activities team is made up of activity leaders whose qualifications meet the standards for supervising educational childcare facilities (ACMCE).

The operation of the childcare facilities is defined in the educational program, which can be consulted at <u>www.portail-animation.ufcv.fr</u> or sent by email on request.

For any administrative questions related to billing, absences, registration, and payment, families can contact the after-school program by email at: <a href="mailto:perisco.ees@ufcv.fr">perisco.ees@ufcv.fr</a>

For any special cases, difficulties, or complaints concerning the operation of the service, families can send an email to: <a href="mailto:nevena.dotina@ufcv.fr">nevena.dotina@ufcv.fr</a>

#### → CHILDREN LEAVING THE FACILITY

Children present at the childcare center may only leave the premises under the following conditions:

#### • Legal guardians must come to pick up their children

**For children under 6 years of age**: only authorized persons may pick up the child, provided that the legal guardians have designated this person in their personal <u>family portal</u> account. These persons must bring proof of identity to show to the staff. No child under 6 years of age may leave alone or with a minor.

For children over 6 years old: they may leave the leisure and after-school center alone or with an authorized person. Legal guardians must give this authorization to leave in their personal <u>Family Portal</u> account. Secondary school students may pick up their siblings from the primary after-school program (only); the child must be added to the list of authorized persons directly on the Family Portal.

The list of authorized persons to pick up children can be modified during the year by families in their personal <u>Family Portal</u> account.

#### → EARLY DEPARTURES

In all cases, early departures, i.e., outside of reception opening hours, must be requested by email at <a href="mailto:perisco.ees@ufcv.fr">perisco.ees@ufcv.fr</a> and must remain exceptional, to ensure that activities run smoothly.

Outside reception and departure times, the gates and/or doors of the leisure centers are closed for security reasons.

A child who is picked up early on an exceptional basis will not be allowed to return to the facility on that day. When leaving, children may be required to travel.

Depending on the distance, duration, and type of activity, different means of transportation may be used: public transportation, minibus, tour bus, train, staff car in case of emergency, etc.

The UFCV certifies that the means of transport used will be checked (condition of the vehicle, insurance, safety equipment, etc.) in order to comply with the specific regulations relating to the collective care of minors and the transport of minors.

When transportation is not provided by the UFCV (for outings), parents are responsible for driving their children to and from the center.

The UFCV cannot be held responsible for accidents occurring during travel to and from the center.

#### → INDIVIDUALIZED RECEPTION PROTOCOL (PAI)

Children with **food allergies**, excluding diseases that would be too complex to manage, may bring a packed lunch provided by their family, provided that an individualized care protocol has been formalized and under the conditions specified therein.

Parents remain responsible for providing their children with complete first aid kits (containing all medications specified in the PAI). They must ensure that the medications are valid and inform the UFCV of any changes in their child's health.

All information concerning the PAI must be provided by families in their personal <u>Family Portal</u> account.

The coordinator will meet individually with the parents of children with an PAI

In the absence of an PAI:

No medication, whether occasional or long-term, will be administered to children by supervisory staff in the absence of a previously established individualized care protocol. Medication may be administered during meal times by parents (unless a member of the activity team is able to manage the situation) and only in exceptional circumstances. This will only be done with the agreement of the UFCV at the parents' request and upon presentation of the prescription.

#### **ACCOMMODATION FOR CHILDREN WITH DISABILITIES OR SPECIAL NEEDS**

The UFCV offers this service to families whose children may have disabilities, behavioral disorders, or other difficulties. At the request of the family, and by appointment, a diagnosis is made in consultation with the family and the UFCV in order to jointly define the inclusion pathway for the child or young person within the leisure activities offered by the UFCV in the municipality.

#### → MEDICAL TREATMENT

If the child is undergoing medical treatment and this treatment must be administered while the child is present, the family must provide:

• A recent prescription: dated, signed, in the child's name, stating the child's weight, dosage, and duration

• The corresponding medication (medication boxes in their original packaging marked with the child's name and the instructions).

#### No homeopathic medicines or treatments will be given without a prescription. Self-medication is prohibited on the premises.

Parents must therefore ensure that medication is transported in the correct conditions. It must be brought to the facility in insulated bags and handed over to the facility's staff on arrival.

#### → ⊠CONTAGIOUS DISEASES

When a child has contracted a contagious disease (such as whooping cough, measles, diphtheria, head lice, etc.), the attending physician will determine how long the child must stay away from school and extracurricular activities. This information will be communicated to the UFCV via a medical certificate, which will also serve as proof of absence.

The child will only be admitted with a medical certificate confirming that they have recovered.

#### → COMPULSORY VACCINATIONS IN ACM (Collective Care for Minors)

#### • For children born before January 1, 2018

Compulsory vaccination: DT POLIO

Recommended vaccinations: BCG, MMR, Haemophilus influenzae type b, prevention of pneumococcal and meningococcal C meningitis

Parents must provide a photocopy of their children's vaccinations in their personal <u>family</u> <u>portal</u>. If these vaccinations are not up to date, parents are asked to consult their doctor and return with an updated vaccination record.

• For children born after January 1, 2018

Article L3111-2 of the Public Health Code (CSP) stipulates 11 compulsory vaccinations for admission to childcare facilities, unless there is a recognized medical contraindication:

- ✓ Diphtheria, tetanus, and polio vaccinations
- Against whooping cough
- ✓ Against invasive Haemophilus influenzae type B infections
- ✓ Hepatitis B pneumococcal invasive infections
- ✓ Meningococcal serogroup C
- ✓ Against measles; Against mumps; Against rubella

Parents must provide a photocopy of their child's vaccinations in their personal <u>family portal</u>. If these vaccinations are not up to date, parents are asked to consult their doctor and return with an updated vaccination record.

The child will be admitted provisionally to the childcare facilities, and parents will have three months to bring the vaccinations up to date (exemption valid only for childcare facilities without accommodation).

#### → INSURANCE

During the operating period, children are under the responsibility of the UFCV. As such, and for all activities offered, they are covered by civil liability insurance. Current legislation requires that legal guardians be informed of the benefits of taking out additional civil liability insurance.

#### THEFT, DAMAGE

The possession of valuable items (jewelry, phones, game consoles, etc.) is prohibited. The UFCV accepts no responsibility for the loss, theft, or damage of such items. In the event of deliberate damage caused by a child (premises, equipment, etc.), the family of the child responsible will be asked to pay for the repair costs.

#### <u>CONNECTED DEVICES</u>

In order to be consistent with school hours, the UFCV applies the circular issued by the French Ministry of Education (*circular no. 2018-114 of September 26, 2018*) concerning the use of cell phones and other communication devices. This circular applies to all schools and colleges and covers their entire premises.

The use and possession by a child of a personal mobile phone or any other communication device is therefore prohibited within the leisure facilities managed by the UFCV.

#### <u>CHILD HEALTH</u>

If a child shows signs of illness or in the event of a minor incident or accident, the UFCV will notify the parents.

If, following an accident or serious illness, the child's state of health so requires, the management team will call the emergency services and then notify the parents.

No medication, whether occasional or long-term, will be administered to children by supervisory staff without a prescription. Parents must provide the activity team with the prescription and medication upon arrival at the center.

Children are not allowed to keep or take medication on their own.

#### → FAMILY LINKS WITH THE APE-EES

The APE-EES has the right to contact families. To do so, the APE-EES may use the telephone numbers and email and postal addresses provided in the registration forms.

#### → SAFETY

For safety reasons, parents are not allowed to enter the premises. Children are brought to the door of the after-school program by a staff member.

## **4. REGISTRATION PROCEDURES**

#### → <u>ADMINISTRATIVE REGISTRATION</u>

The registration request for the child is made for the school year by the person(s) who has legal custody. This is done online at <u>www.portail-animation.ufcv.fr</u>.

For families already enrolled in the school for 2024-2025, registration closes on August 17, 2025, to allow the UFCV administrative team to process your registration before the start of the school year! After this date, we will have to focus on other preparations that may be affected by late registrations. Therefore, registrations made after August 17 will be charged €20 per family. Please note that it is the registration that must be completed by this date, not the reservation of specific days or activities. This decision can be made at a later date.

#### Your family account consists of:

- **Family file**: family contact details (email and postal address, telephone number, social security number, etc.).
- Child form: this form is individual and linked to one child. You must create as many forms as you
  have children attending the after-school program. This form contains medical information,
  specific dietary requirements, emergency contact details, people authorized to pick up your child,
  and other authorizations for your child.

#### Online registration

Registration is done from your personal family account accessible on the **portal-animation.UFCV.fr** website. To do this, several steps are necessary:

**Case 1: You already have your subscriber number** (sent by email by the UFCV administrative services if the child attended the facility at least once during the 2024-2025 school year).

- 1. Go to the family portal of the after-school center
- 2. Click on "create an account"
- 3. Fill in the account creation form, indicating your subscriber number
- 4. Click on the activation link that will be sent to you by email
- 5. Your account is now active. You will need to check your information and upload any missing documents to your account.
- 6. Once these checks have been completed, you can reserve places for your child or children.

#### Case 2: You do not have a subscriber number

- 1. Go to the family portal on the after-school center's website
- 2. Fill out the entire account creation form
- 3. If necessary, pre-book one or more activities
- 4. Once your request has been sent, you will receive an email confirming your registration
- 5. Once your account creation request has been validated by the UFCV administrative services, you will receive an email informing you that your account has been activated. You will then be able to book other activities, cancel them, pay your bills, etc.

In the case of joint custody, each party must complete an administrative file in their own name and, if applicable, that of the other party.

No child will be accepted until the file has been processed by the UFCV administrative department and a confirmation email has been sent to the family. Registration can only be confirmed once the APE-EES membership fee has been paid on their websitewww.ape-ees.eu

The UFCV reserves the right to refuse families who have outstanding bills from previous years.

#### → PERSONAL SPACE ON THE FAMILY PORTAL

This Personal Space remains active from one year to the next.

#### → BOOKING DAYS ON THE FAMILY PORTAL

Families can book the days they want online on the **Family Portal** website. (See section "How to Book").

Occasional attendance <u>must be booked by email no later than 6pm the day</u> <u>before:perisco.ees@ufcv.fr</u>. This booking cannot be made in the Personal Space PLEASE NOTE: this does not include emails sent on Saturdays, Sundays, and public holidays.

In each of these situations, acceptance of the reservation by the UFCV is subject to availability and the supervision ratios defined by the Protection Mineurs Infantiles (Child Protection Agency) and the SDJES (Departmental Service for Youth and Sports). Families are therefore advised to make their reservation requests as far in advance as possible.

#### WEDNESDAY – AFTER-SCHOOL CARE – LUNCHBOX

#### The booking periods are as follows:

- Term 1: October 1 to December 31, 2025
- Term 2: January 1 to March 31, 2026
- Term 3: April 1 to June 30, 2026

#### HOW TO BOOK

In your personal <u>Family Portal</u> account All bookings will be invoiced

#### SPECIAL CASE: THE MONTH OF SEPTEMBER

PLEASE NOTE: only available in September!

UFCV • Internal regulations • European School of Strasbourg

During September, while everyone's schedules are being finalized, changes may be made during the month by sending an email to <u>perisco.ees@ufcv.fr</u>

Billing for September will take into account the maximum number of attendances per week, which will determine the monthly fee.

From October onwards, no changes will be possible except in the cases mentioned below.

#### → **<u>NHOW TO MAKE CHANGES</u>**?

You can change your package once per quarter, and you must do so no later than the month before the start of the next quarter.

Changes cannot be made on the portal; requests must be made by email to perisco.ees@ufcv.fr

Examples:

- Request to be made before the end of September to change the 1st quarter (October to December)
- Requests to change the second quarter (January to March) must be made before the end of December
- Request to be made before the end of March to change the 3rd quarter (April to June)

#### → <u>ABSENCE</u>

Reserved days will be billed.

For organizational and safety reasons, please send us an email to inform us of your child's absence, in addition to notifying the school, by sending an email to:<u>perisco.ees@ufcv.fr</u>. Justified absences will not be billed if they exceed four consecutive days.

In the event of illness, a medical certificate must be sent to the director or the UFCV (by email or in person).

Absences due to school trips or field trips will not result in a reduction in the monthly fee.

Any absence or cancellation after the deadline will be billed.

When a class is temporarily closed for health reasons or due to a strike, or when the after-school program is operating at minimum capacity, there will be no pro-rata refund of the monthly fee.

### **SCHOOL HOLIDAYS**

#### REGISTRATION

In the month before each school holiday period, families will get an email with the activity schedule and info on when the family portal will open for online registration.

On the family portal, registrations must be made no later than 12 days before the start of the holiday period (except for the week of vacation in August, which must be reserved before **July 10**, **2026**).

For school holidays, registration is on a daily basis.

#### <u>CANCELLATION</u>

Cancellations are possible no later than **12 days before the start** of the overall holiday period (not 12 days before the start of the first day for which the child is registered).

#### → <u>ABSENCE</u>

All absences must be reported by email to <u>perisco.ees@ufcv.fr</u> (with proof of illness, serious family event, etc.).

Justified absences will not be charged if they exceed 3 consecutive days.

## **5. FAMILY PARTICIPATION**

The amount paid by families covers all the resources used to provide optimal and safe care for the children.

This financial contribution corresponds to the cost of using the service.

The family contribution is determined by the APE-EES Association based on a vote on a fee schedule consisting of several family income brackets.

#### → DETERMINATION OF PRICE RANGES

The price ranges are determined based on the net income of households with dependent children, calculated as follows:

- **General case**: total taxable net household income (2025 notice on 2024 income) divided by 12 (months), then divided by the number of tax shares
- For European civil servants, diplomatic staff, and international organizations: annual income with dependents indicated on the December 2024 pay slip or other document mentioning annual income, divided by 12 (months), then divided by the number of tax shares

• For families newly arrived in France: the income indicated on the last 3 pay slips divided by 3 (months), then divided by the number of tax shares

If one of the two parents is not in employment, a sworn statement of their "unemployed" status or a certificate of unemployment benefit must be sent to the Ufcv.

In the event of a change in family circumstances (divorce, separation), we will update the file taking into account only the income of the parent responsible for paying the bills (with proof of separation/divorce).

In the case of shared custody, a bill can be issued to each parent by creating two separate personal accounts on <u>www.portail-animation.ufcv.</u>fr.

Number of children	Married/civil union	Single parent Single-parent family	Single/divorced or cohabiting	Widowed
1	2.5 shares	2	1.5 shares	2.5 shares
2	3 parts	2.5 parts	2 parts	3 servings
3	4 servings	3.5 parts	3 parts	4 portions
4 and more	5 parts	4.5 portions	4 parts	5 shares

#### In the absence of proof of income and number of dependent children, the highest rate will apply.

#### high rate will be applied.

For after-school care, LunchBox and Wednesdays, the amounts indicated below are monthly rates. For leisure activities (school holidays), the amounts indicated below are daily rates.

#### 

After-school program M1 to P5 Preschool + Elementary	T1 monthly	T2 monthly	T3 monthly	T4 monthly	T5 monthly	T6 monthly	T7 monthly	T8 monthly
Income Reference	< 500 €	501 € 1000 €	1001 € 1500 €	1501 € 2000 €	2001 € 2500 €	2501 € 3000 €	3001 € 3500 €	> 3500€
Package1 evening/week	12,10€	15,10€	18,10€	23,20€	28,20€	35,30€	45,40€	59,50€
Package 2 evenings/week	24,20€	28,20€	34,30€	43,30€	53,40€	67,50€	86,70€	112,90€
Package 3 evenings/week	34,30€	41,30€	49.40€	60,50€	75,10€	95,70€	123,90€	160,20€
Package 4 evenings/week	42,30€	51,40€	61.50€	76,60€	95,70€	119,90€	156,20€	202,60€
Occasional presence	8,10€	9,10€	10,10€	11,10€	14,10€	17,10€	20,10€	24,20€

LunchBox M1 to P5 Preschool + Elementary	T1 à T3 monthly	T4 et T5 monthly	T6 à T8 monthly
Income Reference	< 1500 €	1501 € à 2500 €	> 2501 €
1 day/week package	10,90€	11,70€	13,00€
2 days/week package	21,70€	23,10€	26,20€
3 days/week package	32,60€	34,80€	39,20€
4 days/week package	40,60€	46,30€	52,30€
5 days/week package	54,20€	57,90€	65,40€
Occasional presence	3,20€	3,30€	3,80

Secondary LunchBox	T1 à T3	T4 et T5	T6 à T8
S1 to S4	monthly	monthly	monthly
Income Reference	< 1500 €	1501 € à 2500 €	> 2501 €
1 day/week package	5,50€	6,40€	7,30€
2 days/week package	11,00€	12,90€	14,70€
3 days/week package	16,50€	19,30€	22,00€
4 days/week package	22,00€	25,70€	29,40€
5 days/week package	27,50€	33,00€	36,70€
Occasional presence	1,40€	1,70€	1,80€

Monthly Wednesday for ages	T1 & T2	Т3	T4	Т5	Т6	T7	T8
4-12 (M & P)	monthly	monthly	monthly	monthly	monthly	monthly	monthly
Income Reference	< 1000 €	1001€	1501 €	2001 €	2501 €	3001 €	> 3500
	< 1000 €	1500 €	2000 €	monthly	3000 €	3500 €	€
Flat rate	16,20€	19,30€	25,90€	32,40€	42,10€	56,10€	73,30€
Occasional rate based on attendance	8,30€	9,40€	11,40€	14,50€	16,60€	19,80€	24,90€

Monthly Friday (M1 to P2) 4-	T1 & T2	Т3	T4	Т5	Т6	<b>T</b> 7	Т8
12 years old (M & P)	monthly	monthly	monthly	monthly	monthly	monthly	monthly
Revenu Référence	< 1000 €	1001€	1501 €	2001 €	2501 €	3001 €	> 3500
Revenu Reference	< 1000 E	1500 €	2000 €	, ,	3000 €	3500 €	€
Tarif forfaitaire	16,20€	19,30€	25,90€	32,40€	42,10€	56,10€	73,30€
Tarif occasionnel à la présence	8,30€	9,40€	11,40€	14,50€	16,60€	19,80€	24,90€

Holidays (Kindergarten, Primary & Secondary S1)	T1 à T3 monthly	T4 à T6 monthly	T7 à T8 monthly
Income Reference	< 1500 €	1501 € à 2500 €	> 2501 €
Daily rate 8 a.m. to 6 p.m.	28,00€	32,00€	36,00€

Families with several children enrolled in extracurricular activities (LunchBox, After-School Care, and Wednesdays) receive a 10% discount starting with the second child.

For occasional attendance that has not been reserved by email or requested outside the deadline, a penalty of €5 will be applied.

Invoices are sent to families on a monthly basis, in arrears.

The invoice must be paid within 15 days. The invoice can be paid by the following methods:

- By credit card on the website, in your Personal Account
- By direct debit from the family's bank or postal account
- By ANCV or CESU check, or by e-CESU No refunds are possible with this payment method. The balance will be added to the next invoice.
- By bank check

For children who are not enrolled at the European School of Strasbourg, payment for the Leisure Center week (school holidays) must be made at the time of registration.

If you are experiencing financial difficulties, please contact the extracurricular activities department: <u>nevena.dotina@ufcv.fr</u>

#### DISPUTES

Any complaints must be made within three weeks of receiving the invoice, either by email to the coordinator at <u>nevena.dotina@ufcv.fr</u>, by post, or by handing it in directly to the Regional Delegate of the UFCV Grand Est.

The request must contain all the documents necessary for the examination of the situation.

#### → ØDISPUTES

In the event of late payment or non-payment, the UFCV reserves the right to block the reservation and forward the family's file to a dispute resolution body appointed by the UFCV.

In the event of recourse to this dispute resolution body, all costs incurred by such proceedings shall be borne by the family (flat fee of  $\leq 40$ ).

The costs associated with any rejection of payment will be invoiced in full to the family by the UFCV.

The APE-EES is informed of all disputes.

## 6. TERMINATION OF CHILDCARE

The child may not be accepted at the various times in the following cases:

- ✓ Lack of membership or exclusion from the APE
- ✓ Incomplete file
- ✓ Vaccinations or booster shots not administered/not up to date
- ✓ Non-payment within the specified time frame (= due date passed)
- ✓ Repeated bad behavior or misconduct towards others or equipment
- ✓ Repeated delays by families

## 7. LATE PENALTY

As childcare ends at 6:15 p.m., we allow a 15-minute grace period. Please note that children must be picked up at **6:00 p.m.** on Wednesdays and during school holidays.

During the school year, on Mondays, Tuesdays, Thursdays, and Fridays: any late arrival after 6:31 p.m. will result in an additional charge of 10€ per quarter hour or part thereof per family. On Wednesdays and during school holidays: any delay after 6:16 p.m. will result in an additional charge of 10€ per quarter hour or part thereof per family.

Any incident in the above cases will be reported to the APE-EES immediately.

## **8. ACCEPTANCE OF THE RULES**

Enrolling a child in one of the APE-EES services implies acceptance of these rules.

These rules and regulations repeal and replace all previous provisions.

They shall apply from September 1, 2025.