

Smallsteps Additional Conditions

Version May 2019 – for agreements entered into with Smallsteps B.V.

In addition to the 2017 General Conditions for Child Care, Day Care and Out-of-School Care of the Sector Organization, hereinafter to be referred to as the "Sectoral Conditions".

PARENT PORTAL

Article 1 – Konnect Parent portal

1. We use Konnect Parent portal with the related parents app to communicate with parents. If you enter into an agreement with Smallsteps, we assume that you will use the parent portal. We will request you to create an account. When creating your account, you will be requested to agree to our privacy statement and user conditions, which you will find in the parent portal itself. Wherever these conditions refer to the 'parent portal', we refer to the Konnect parent portal with the related app.
2. All applications for additional care and use of credits will go through the parent portal.
3. We will respond to applications as soon as possible. We will, however, need at least two workdays to process such applications.
4. We will respond to any application in the parent portal by approving or rejecting it, or by placing the application on the waiting list.
5. You may cancel your application free of charge until the application has been approved.
6. When applying for additional care or for use of credits, you may indicate the deadline by which you need to know whether we have a place for your child. This deadline may not be later than 24 hours

before the desired care. If we cannot approve your application by the deadline, your application will automatically be cancelled. Please submit your application in the parent portal at least 48 hours in advance.

7. If you do not wish to use the parent portal, please inform the location manager. If you do not use the parent portal, we will charge additional monthly administration and handling costs in the amount of EUR 25.

CONTRACTUAL ARRANGEMENTS

Article 2 – Cancellation of the Agreement

1. If you have entered into an agreement with Smallsteps, but you wish to cancel it, in accordance with article 7 of the Sectoral Conditions, before commencement of the care, you may cancel your agreement, but only in writing, by email for the attention of our Customer Service department (klantenservice@smallsteps.nl) or by regular post to: Demmersweg 76, 7556 BN Hengelo, for the attention of Customer Service. The date of cancellation will be the date of receipt by Smallsteps of the cancellation notice.
2. In the event of cancellation, Smallsteps may charge costs. The amount of those costs will be determined based on the period between the start date of the care and the date on which we have received the cancellation notice, as well as on the monthly amount due.
 - a. Cancellation less than 1 month before start date: the costs of cancellation equal the contractually agreed costs for one month's child care.
 - b. 1 to 3 months before start date: cancellation costs: 80 euros. If a lower amount should apply pursuant to article 7, paragraph 3, of the Sectoral Conditions, we will charge such lower amount.

- c. More than 3 months before start date: no cancellation costs.

Article 3 – Amendment and/or Termination of the Agreement

1. You may terminate your agreement only by using the online termination form, which you will find on the Smallsteps website (see www.smallsteps.nl/opzeggen). We use a notice period of one month.
2. Amendments may be communicated to the Customer Service department (klantenservice@smallsteps.nl) in writing. We use a term for amendment of one month.
3. Smallsteps reserves the right to amend the agreement in respect of various items, such as hourly rates, opening hours, daily care hours offered (in the event of out-of-school care, either as a result of changed school hours or otherwise), and annual number of weeks open. But also for adjustment of care packages (including whether or not we will (start to) work based on time blocks), adjustment of packages offered (including conversion from half-days purchased to whole days, and *vice versa*, and conversion from days purchased every other week to days to be purchased every week, and *vice versa*). In addition, we hereby also refer to the designation of a different location to provide the care for your child and the combination of groups (either temporarily in another location or otherwise), and the applicability of costs of transport. This reservation of the right to make amendments will apply to both the Smallsteps organization in general and, more specifically, to your location. Smallsteps will inform you in advance of the foregoing amendments, which will not take effect until one month after announcement, save emergencies or unforeseen circumstances, in which event amendments may take effect immediately.

4. If you do not purchase a standard package, Smallsteps reserves the right to submit to you the choice to amend your agreement to a standard package. In such event, we will request you to communicate your choice within 10 workdays of our request for amendment. If you choose not to transfer to a standard package, we will terminate your agreement two (2) months after your communication of your choice to Smallsteps. If you agree to amendment, or if we do not receive any response within 10 workdays of our request for amendment, we will convert your agreement, two (2) months after expiry of the term for response of 10 days, into a standard package. For an explanation of the contents of the various packages, please refer to article 6.
5. If the location where we provide care for your child becomes part of an integrated child centre (ICC), that may come with new conditions for Smallsteps. Wherever relevant, any such new conditions will also become applicable to your agreement with Smallsteps.
6. In the event of any changes that will lead to a change in your costs of care or, for example, the school hours, which will lead to a change in your care hours, Smallsteps may confirm such changes by way of an appendix to the agreement.
7. The Sectoral Conditions provide, among other things in article 10, paragraph 3, for a number of reasons why we may terminate the care. In addition, the following issues will also constitute serious grounds for termination of the agreement with parents/carers:
 - a. if one or both parents/carers should lose custody of the child;
 - b. if, in Smallsteps' opinion, the care needs or conduct of your child are disproportionately onerous on the care group, as a result of which Smallsteps cannot be required to continue the service;
 - c. if Smallsteps cannot reasonably be required to continue the service as a result of a poor relationship between Smallsteps or its

employees on the one hand and your child and/or you on the other, all at Smallsteps' discretion.

Article 4 – Validity of Arrangements

Any arrangements made between the parties will be valid only if agreed in writing, by email or in the parent portal.

Article 5 – Contracting Parent and Parental Authority

1. The agreement will be signed by one parent/carer, the "contracting parent".
2. The contracting parent will be responsible for the proper and timely payment of the costs of care as described in article 15.
3. We base this provision on the following assumptions:
 - a. The contracting parent has agreed the arrangements with the other parent/carer if both parents/carers have parental authority. The contracting parent will sign on behalf, and with the consent, of the other parent/carer.
 - b. If the parents/carers do not agree on the child care provided by Smallsteps, the contracting parent may demonstrate, by submitting a court order or divorce agreement, that the provisions under a) do not apply.
 - c. According to Article 1:377c of the Dutch Civil Code, a parent is always entitled to information on "important facts and circumstances relating to the person of the child or its care and upbringing", even if a parent does not have parental authority of the child.

Article 6 – Care Packages

1. **Standard package – 52 weeks**

Care for 52 weeks per year, except for public holidays as listed in article 8 of these conditions.

2. School week package – 40 weeks

Care for 40 school weeks per year. These are the school weeks as determined by the Ministry of Education, Culture and Science and/or the local primary schools. If there is more than one school with different holiday weeks, Smallsteps will have the right to determine which weeks will be defined as school weeks and holiday weeks.

3. 48-week package

Care for 40 school weeks and 8 weeks during the officially recognized school holidays. These are the school weeks as determined by the Ministry of Education, Culture and Science and/or the local primary schools. If there is more than one school with different holiday weeks, Smallsteps will have the right to determine which weeks will be defined as school weeks and holiday weeks.

We will schedule your child for 52 weeks per year. You will indicate in the parent portal the holiday weeks in which your child will be absent (four (4) holiday weeks). We call this 'signed-out contractual hours'. This is subject to the following provisions:

- a. Public holidays, as listed in article 8 of these conditions, cannot be used as signed-out contractual hours. You will not receive any credits for those days.
- b. You are responsible for signing out your child for the number of weeks that fits your agreement. If, at the end of the year, you have signed out insufficient contractual hours (less than four (4) holiday weeks), so that your child has enjoyed more care than

formally agreed in the agreement, we will charge such additional hours in accordance with the hourly rate in your agreement.

- c. You are to sign out the holiday weeks at least two (2) months before your holiday.
- d. The four (4) signed-out holiday weeks do not have to be consecutive weeks.
- e. If your agreement starts after 1 January, we will calculate the number of weeks and holidays on a proportional basis. If so desired, you may request Smallsteps to provide a statement.

4. **52-week flexible care standard package**

This is the standard package, provided that you are flexible in using pre-purchased half-days or blocks. A flexible standard package is always purchased on the basis of a fixed number of half-days per week. Before the start date of the care, we will agree the number of hours per month. A flexible standard package always offers care for 52 weeks per year. You will receive monthly invoices in advance of the care. Other characteristics of this package are as follows:

- a. At the beginning of the calendar year, you will find the credits for the entire year on the basis of your agreement in the parent portal. You can schedule the credits according to your wishes per day, half-day or block.
- b. If your credits have been used up, but your child has enjoyed more care, you will receive an additional invoice for the excess number of days, half-days or blocks purchased, at the hourly rate as stated in your agreement. You are responsible for monitoring that you stay within your contractual hours.

- c. At least one month in advance, you communicate the desired care days. For example: before 1 January, you will let us know on which days in February you will require care. Before 1 February, you will let us know for March, etc.
- d. Any care days not taken at the end of the calendar year will automatically expire. There will not be any refund and/or carry-over of care days to a new calendar year.
- e. In the event of flexible care, your child may be placed in a different group within your location.

5. Flexible care per day

With this package, you purchase care when you need it. You apply for the care in the parent portal. Placement is not guaranteed until you receive a written confirmation in the parent portal. From that time, you are subject to a payment obligation for the blocks and/or holidays that have been confirmed. The following flexible care options are possible:

Day care:

- a. Whole-day care: care during the location's opening hours.
- b. Half-day care: care on mornings or on afternoons only. Morning care is given, in principle, from the time the location opens until 1:00 p.m. Afternoon care is given, in principle, from 1:00 p.m. to closing time of the location. If your location uses different hours for the mornings and afternoons, this will be stated in your agreement.

Out-of-school care (BSO):

- c. After school: care from school out until closing time of the Smallsteps location. For "school out", we always use the school

ending earliest which is attended by at least one child in the location.

- d. During holiday weeks: whole-day or half-day care. Care starts at the time the location opens and continues until closing time of the location.

6. Flexible hourly care

With this package, you can purchase separate hours. You apply for the desired care in the parent portal. Placement is guaranteed as soon as you receive a written confirmation in the parent portal. From that time, you are subject to a payment obligation for the hours that have been confirmed.

- a. For BSO, the minimum number of hours you can purchase is 1, and for day care the minimum number of hours you can purchase is 2 consecutive hours. We only count in whole hours.
- b. If, in retrospect, it turns out that you have purchased more than the agreed number of hours, the excess hours purchased will also be invoiced, rounded up to a half hour.

7. Half-day care and care until 3:30 p.m. (this is a temporary option and possible only at a day care centre and subject to a 52-week Standard package)

You may opt for half-day care and/or care until 3:30 p.m. if and for as long as the staffing (in terms of child care or educational assistants) of the location permits, all at Smallsteps' discretion.

a. Half-day care

Mornings: from the time the day care centre opens until, in principle, 1:00 p.m.

This option is for care for 52 weeks per year.

Afternoons: from, in principle, 1:00 p.m. until closing of the day care centre.

If your day care centre uses different hours for morning and afternoon half-days, this will be stated in your agreement.

- b. Care until 3:30 p.m.

From the time the day care centre opens until 3:30 p.m.

Parents who purchase whole days have preference over parents who purchase the abovementioned (temporary) care.

8. **Holiday package**

With the holiday package, you purchase whole or half-days that you can use during school holidays.

- a. These are the holiday weeks as determined by the Ministry of Education, Culture and Science and/or the local primary schools. If the location provides care for more than one school with different holiday weeks, Smallsteps will have the right to determine which weeks will be defined as school weeks and holiday weeks.
- b. The number of whole and half days per week that you purchase will be the same for all the holiday weeks. The days that you use will be the same in all the holiday weeks as well.
- c. The maximum number of weeks in a holiday package is 12. If you purchase a holiday package for less than 12 weeks, please indicate in the parent portal in which weeks your child will not come to the location. You can do so under 'signed-out contractual hours'. You are to sign out for the number of weeks that you will not be using out of the 12 weeks.

Examples: if you purchase a holiday package for 6 weeks, you need to sign out for 6 weeks. If you have a holiday package for 9 weeks, you need to sign out for 3 weeks.

This is subject to the following provisions:

- a. Public holidays, as listed in article 8 of these conditions, cannot be used as signed-out contractual hours. You will not receive any credits for those days.
- b. You are responsible for signing out your child for the number of weeks that fits your agreement. If, at the end of the year, you have signed out insufficient contractual hours, so that your child has enjoyed more care than formally agreed in the agreement, we will charge such additional hours.
- c. You are to sign out the weeks at least two (2) months before your holiday.
- d. The signed-out holiday weeks do not have to be consecutive weeks.
- e. If your agreement starts after 1 January, we will calculate the number of weeks and holidays on a proportional basis. If so desired, you may request Smallsteps to provide a statement.

9. Pre-school, early and extended care

- a. VSO package: 40 school weeks' care in the mornings, before school starts, Our educational assistants take the children to school from pre-school care.
- b. Early care: care from a whole or a half hour before the regular time the location opens.
- c. Extended care: care from a whole or a half hour after regular closing time of the location.

Not all the locations offer the foregoing care. It will be reviewed for each separate location what care can be offered and what the rates for care are.

In principle, these three options can only be purchased in combination with a fixed package, such as a standard package or a 48-week package.

If these options can be purchased without a fixed package - at the discretion of the location manager -, a surcharge will apply.

10. **Care every other week**

This is care in all even or odd weeks of the calendar year. This package can be purchased only in combination with the Standard Package (article 6, paragraph 1).

CARE ARRANGEMENTS

Article 7 – Adjusting

1. Smallsteps cannot start the provision of care for your child until we have received the agreement signed by you. This also includes adjusting.
2. Before the date of commencement of the care, your child may, if so desired, come to the location twice to settle in. You schedule the adjustment times with the location manager in advance, depending on the capacity and staffing of the location, all at the discretion of the location manager.

Article 8 – Opening and closing times

1. The locations will, in principle, be closed on Saturdays, Sundays and public holidays. It is not possible to compensate those days on

another day or to deduct any costs for those days. The public holidays are as follows:

- New Year's Day
- Easter Monday
- King's Day
- Liberation Day (every 5 years)
- Ascension Day
- Whit Monday
- Christmas Day and Boxing Day

2. The opening and closing times of the locations are stated on the websites of the locations.

Article 9 – Costs for picking up the child outside contractual hours

In principle, you are to pick up your child before the location closes, unless agreed otherwise. If you do not pick up your child personally but you designate an adult to pick up your child, we request you to notify Smallsteps in advance of the identity of that adult. It may occur that you cannot pick up your child until after the end time. This is unpleasant for both your child and the educational assistants, but sometimes it cannot be helped. If, however, you are late more than once in any given calendar quarter, we will charge costs. Those costs may include the additional costs of staffing that we have to incur.

1. For each time that you are more than five (5) minutes late, you will pay EUR 75 up to the first hour that you are late. After that the same will apply to each subsequent hour.
2. Because of the professional-child ratio, Smallsteps also risks a fine from the supervisory body if a child is picked up late. Smallsteps reserves the right to hold the parent liable in such event.

The end time is the end time used by the location. If the location uses more than one end time, your end time will be the end time applicable to the package that you have purchased.

If you do not observe the agreed drop-off and pick-up times for the half-days and care until 3:30 p.m., Smallsteps will have the right to charge a whole day. Here, too, Smallsteps reserves the right to hold the parent liable for any fines imposed by the supervisory body.

Article 10 – Use of credits

There may be days that you cannot use the care. If you know this more than seven (7) days in advance and you indicate this in the parent portal, the care hours of that day will be converted into credits. You may use those credits for additional care on another day.

The conditions for accrual and use of credits are as follows:

1. You receive credits if you notify us of your child's absence at least seven (7) days in advance in the parent portal.
2. You accrue credits per block (half-day/whole day, after-school block). Those blocks are converted into hours. You use your credits in blocks as well, but you may combine several blocks.

Example: if you have signed out four after-school blocks from 3:00 p.m. to 6:30 p.m., i.e. 3.5 hours per block, in good time, you will receive credits for a total of 14 hours. You may use those hours, for example, for care on an 11-hour holiday. You will have 3 hours in credits left.

3. Use of your credits is subject to availability in the group (we have to consider, among other things, the maximum number of children and the professional-child ratio), all at the sole discretion of Smallsteps.

4. The place in the day care centre will not be guaranteed until you receive our confirmation in the parent portal.
5. Your credits will not be used until your application has been approved and confirmed in the parent portal.
6. If you cannot come on that day after all, and you notify us more than seven (7) days in advance, your application will be converted back into credits.
7. Specifically for the BSO, the credits that you have accrued as a result of absence during holidays may also be used for after-school care, and *vice versa*, provided that this is offered at your location.
8. School closure days, such as rostered days off, class-free days, study days or marginal days, can be paid for only using the credits accrued from other days on which the school is closed. See the schedule below under article 15.
9. If we do not have any place available, and we do not expect any places becoming available, we will reject the application. If there is no place available but we expect that a place may become available, we will place you on the waiting list. If a place becomes available after all, you will receive a notice that your application has been approved. You will have to cancel your application, even if you have been placed on the waiting list, if you do not wish to use the care.
10. An application for a date in the distant future will be placed on the status waiting list. We cannot inform you definitively whether we can honour your application until one month to no more than two weeks before the care.
11. As from September, you can use the credits for the following calendar year. If a school uses different dates for the October holidays than the nationally recommended dates, this will be subsequently corrected.

12. Your credits will expire at the end of the calendar year (31 December) and/or after termination of the agreement, without any refund being made in cash. In the event of amendment of your agreement, your credits accrued in the past will remain valid until 31 December of the then-current calendar year. In the event of an adjustment to the agreement resulting in a reduction of the number of care hours, you will only accrue credits on your new number of contractual hours.
13. The credits are child-related. They cannot be used for a sibling or another child.
14. If you have signed out your child for a specific day and you wish to undo that later, there may not be any place available in the group.
15. Purchasing additional care using your credits is a service – not a right.
16. No credits or financial compensation will be given for care days on public holidays as listed in article 8.

Schedule of usability of credits for out-of-school care

Accruing credits as a result of absence on:	Using credits for additional care on:			
	School days	Holidays	VSO	School closure days
School days	Yes	Yes	No	No
Holidays	Yes	Yes	No	No
Pre-school care	No	No	Yes	No
School closure days	Yes	Yes	No	Yes

Article 11 – Additional care

Sometimes you may need additional care. That is possible, even during the holidays. On the condition, however, that it fits the schedule of the location.

For purchasing additional care, we charge the standard hourly rate applicable to your package. For additional care, you may also use your credits (see the explanation on accrual and use of credits above). If you do not have any credits, you will receive an invoice for the additional care in arrears.

You can quickly and easily apply for additional care in the parent portal. In that respect, you need to take the following into account:

1. You may always apply for additional care. If the additional care is possible, you will receive a confirmation in the parent portal. After that, the care on that day is guaranteed.
2. Once your application has been approved and confirmed in writing, you will receive an invoice or your credits will be used, as the case may be.
3. You may cancel the additional care free of charge up to 30 days before the desired care day. If you cancel between 30 and seven (7) days in advance, you will receive an invoice for the care, but this will be converted into credits (see also the conditions for credits in article 10). If you notify us less than seven (7) days in advance of your absence, you will be required to pay the invoice and the care will be considered to have been used.

Schedule of consequences of cancellation of additional care

<ul style="list-style-type: none"> • cancelling in parent portal >30 days before care 	<ul style="list-style-type: none"> • No invoice: care may be cancelled free of charge
<ul style="list-style-type: none"> • cancelling in parent portal 30 - 7 days in advance 	<ul style="list-style-type: none"> • Invoice, but care will be converted into credits

<ul style="list-style-type: none"> • cancelling in parent portal < 7 days before care 	<ul style="list-style-type: none"> • Invoice and credits used will expire. The right to care will expire.
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4. If we do not have any place available, and we do not expect any places becoming available, we will reject the application. We will let you know in the parent portal.
5. If there is no place available but we expect that a place may become available, we will place you on the waiting list. If a place becomes available after all, you will receive a notice that your application has been approved.
6. Of course, we will try to place your child in its regular group on an additional care day, because that will make your child feel secure. But sometimes this may not be possible. In such event, we will place your child in another group. We will, of course, first consult with you, requesting you to approve placement in another group in the parent portal. Pursuant to laws and regulations, your child may only be placed in two (2) different groups. As a result, unfortunately, it will not always be possible to offer additional care.

Article 12 – School closure days, such as rostered days off, class-free days, study or marginal days of the school (applicable only to out-of-school care)

School closure days are days/half-days that the school is closed other than the official holiday weeks and public holidays. Care on those school closure days is not included in your package, but you may purchase additional care for those days. You can apply for that care in the parent portal. Your application will be confirmed as soon as possible. On the condition, however, that it fits the schedule of the location. For purchasing care on school closure days, we charge the standard hourly rate applicable to your

package. You will receive the relevant invoice for this additional care in arrears.

Once you have applied for additional care on a school closure day and you have received our confirmation, we will send you an invoice. If you do not use the additional care after all, and you notify us more than seven (7) days in advance, your application will be converted into credits. You may use those credits for another school closure day, an after-school block or a holiday (for accrual and use of credits, see article 10).

SERVICES

Article 13 – Regular care and exceptions

Based on Smallstep's educational policy, the regular care (including meals and diapers) is included in our service. You must, however, put any special food, for example, in view of allergies in your child's bag. This will not be reimbursed by us.

TRANSPORT

Article 14 – Transport to/from pre-school and out-of-school care

1. Smallsteps only takes children to, and picks them up from, schools with which we have made arrangements. If you use our pre-school or out-of-school care and your child attends a school with which Smallsteps has not made any arrangements, you will be responsible for organizing and paying for transport between that school and the BSO.

2. If Smallsteps has made arrangements with a specific school, but the school is not at walking or cycling distance from the BSO location, the location will organize transport. In such event, we will use, among other things, minivans, taxis and front-loading cargo bikes to transport the children between school and the BSO.

RATES AND PAYMENT

Article 15 – Payment

1. The annual amount due for the care will be invoiced in equal monthly instalments in advance, irrespective of whether you have purchased more or fewer care days in that month.
2. Smallsteps uses direct debit collection to debit the monthly amount due, as well as any other products and/or services and other costs, from your account.
3. You will authorize us, by way of an ongoing SEPA direct debit mandate, to debit the invoice amounts from your account. You will sign that form separately by way of digital signature.
4. If you do not wish to grant us a direct debit mandate to debit your regular monthly invoices for care from your account, we reserve the right to charge administrative costs for each invoice.
5. Invoices will be sent for all 12 calendar months.
6. You will pay the invoice monthly before the due date. If we do not receive the invoice amount in good time or if direct debit collection proves impossible, you will receive a reminder. If we have to send a second reminder, we will be forced to charge additional costs in accordance with the statutory standards for extrajudicial costs of collection.

7. You may, in addition to your regular monthly invoice, at times receive an additional invoice from us, for example, for changes or additional care. For those invoices, we use a payment period of 14 days. For those invoices, too, we use direct debit collection by way of an ongoing SEPA direct debit mandate.

8. If you wish to amend your agreement or terminate your agreement with Smallsteps while, at that point, you have used more care hours than you are entitled to according to your agreement, we will charge those hours. This may be the case for holidays already used but not yet paid, because Smallsteps invoices holidays proportionally throughout the calendar year.

Example: if you give notice of termination in September, you will have used a lot of holidays, because most holidays are in the first eight (8) months of the calendar year, but a relatively low amount will have been charged for the holidays used.

Within one month of termination of the care, you will receive a final settlement. For that final settlement, we use a payment period of 14 days.

9. If you wish to amend your agreement or terminate it, while you have used fewer care hours than you are entitled to according to your agreement, there will not be any refund of care hours already paid for.

10. If we are temporarily unable to provide you with the agreed care as a result of force majeure (such as fire, strike, a felony, etc.), we will not be required to make any refund in respect of any payments already made by you in respect of that care, provided that Smallsteps has done everything in its power to avoid, or as soon as possible lift, that situation of force majeure.

Article 16 – Rate changes

We will periodically revise the rates of our products and/or services. In this respect, each location uses its own hourly rate and has its own range of products and services. We will announce any such price change in advance. The price change will not take effect until one calendar month, reduced by one week, following the announcement.

LIABILITY

Article 17 – Liability

1. For situations where Smallsteps may be held liable in connection with the care, we have taken out a third-party liability insurance and an accident insurance for the children and for the Smallsteps staff. Any liability on Smallsteps' part will be expressly limited to the actual amount to be paid out under Smallsteps' liability insurance in the relevant event.
2. If you have indicated in the intake form that your child is allowed to participate in field trips, Smallsteps will take all such safety measures and exercise all such supervision as may be reasonably expected of Smallsteps. Field trips may include visits to external (indoor or outdoor) playgrounds or game activities outside the premises of the location, as well as the transport to those places. In the event of damage or accidents during field trips, Smallsteps' liability will, to the extent that Smallsteps has acted imputably, be limited to the amount to be paid out by the insurance referred to in paragraph 1 of this article.

PRIVACY

Article 18 – Provision of personal data

1. The contracting parent(s)/carer(s) will be required properly to provide Smallsteps with all such personal data (such as name, address and citizen service number (BSN)) as may be required for the performance of the agreement and verification by the Tax and Customs Administration before the effective date of the agreement. Any changes to the foregoing personal data must be communicated to us in the parent portal not later than one week following the effective date of the change.
2. The way in which we handle the personal data provided by you is as set forth in our privacy statement, the contents of which you will find on our website at www.smallsteps.nl.
3. In order to facilitate verification by the Tax and Customs Administration of the payment of Childcare Allowance, you must provide your BSN and that of your child to Smallsteps before the effective date of your agreement.
4. We are required to verify your identity and the identity of your child based on a valid identity document, in view of payment of Childcare Allowance and the verification thereof by the Tax and Customs Administration. If you do not cooperate in such an identity verification or if you do not have a valid identity document, this may affect both the Childcare Allowance and your agreement with Smallsteps.

AMENDMENT OF CONDITIONS

Article 19 – Amendment of these Conditions

Smallsteps reserves the right unilaterally to amend the present Additional Conditions, and has the right to amend the agreement unilaterally, in that it will be declared to be governed by the most recent version of these General Conditions. By accepting these General Conditions, you agree to any such amendment.

The amendments will not take effect until one month and one week following our notice to you, unless a different term is required by law, in which event such different term will be used. In the event that amendment of the Additional Conditions should lead to a material amendment of the agreement, you will have the right, until the effective date of such amendment, to terminate the agreement with effect from the effective date of the amendment.