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# Before the start of daycare:

The most important  
answers for parents.

# Hello parents,

## A warm welcome to the kinderzimmer!

The start of daycare marks the beginning of an exciting time for the whole family. Let's make sure you are well informed about the processes in your new daycare centre. We have put together a parents' booklet containing the most important information about contracts and the start.

We look forward to a wonderful time together at the daycare centre!

Kind regards from your  
kinderzimmer Team

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We are  
**there for you.**

# Hamburg Daycare voucher.

## Hamburg daycare voucher system: How does it work?

As a general rule, **all children in Hamburg from the age of 1** have a legal entitlement to 5 hours of daycare per day (including lunch). If both parents are employed, the City of Hamburg will also cover the costs of childcare for a longer period of time. The Hamburg daycare voucher stipulates which costs are covered by the city, how many hours the child is cared for and what the parental contribution is.

### The voucher system in three easy steps:

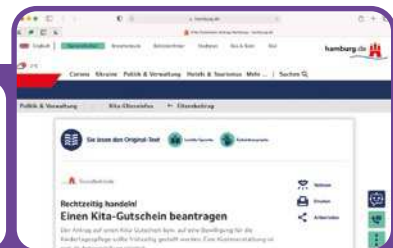
- \* Secure a daycare place
- \* Apply for a voucher online
- \* Submit voucher to the daycare centre

The daycare centre voucher can be applied for **at the relevant district office or online** from home. As a general rule, it is issued **for 12 months**.

\* [www.hamburg.de/elternebeitrag/3092926/kita-gutschein/](http://www.hamburg.de/elternebeitrag/3092926/kita-gutschein/)



Link\* to the online application:



## Processing time: How long does it take to process the daycare voucher?

The City of Hamburg recommends applying for the daycare voucher **3 to 6 months before the daycare starts**. **We recommend** that you simply make the application as soon as the contract has been concluded. The City of Hamburg only pays from the date of application and not retroactively! Parents without a valid daycare voucher or permit have to pay the full cost of childcare themselves.



### Entitlement: When do I get a voucher for my child?

Every child in Hamburg has a legal right to **5 hours of care with lunch per day from their 1st birthday**. The entitlement lasts until the child starts school. If the parents are employed, the need is determined by the working hours. The daycare voucher is available for 5, 6, 8, 10 and 12 hours. The requested amount of hours of care must be specified when applying for the daycare voucher and must also be stated in the contract. If the daycare voucher is issued for fewer hours than what was requested, the parents have to pay for the additional hours privately. Voluntary top-up is possible (see below and page 11).

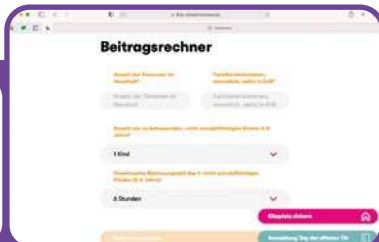
### Costs: How much do I have to pay for daycare?

**The City of Hamburg pays most of the costs.** Once the daycare voucher is issued, the kinderzimmer can directly invoice the city. Depending on the number of hours of care required and the family's income, a personal contribution is made (called the parental contribution or family contribution). This proportion is calculated when the daycare voucher is processed.

**The daycare contribution calculator on our website indicates what the contribution is likely to be.**



[Link\\* zum Kita-Beitragsrechner:](#)



\* [www.kita-kinderzimmer.de/ueber-uns/unsere-standards/#gutschein](http://www.kita-kinderzimmer.de/ueber-uns/unsere-standards/#gutschein)

### Parental leave: What happens to the daycare voucher if one parent goes on parental leave?

Congratulations! Your family is growing, but the need for childcare is also changing. If one or both parents cease to work because they are taking parental leave, the "older" child is, of course, allowed to continue attending the daycare centre.



Room to romp around! A beautiful setting that inspires development and a sense of well-being.

### The legal entitlement to 5 hours of care with lunch is retained.

But if the child previously received a voucher of 6 hours or more, then this entitlement shall only apply for 4 more months after the baby is born, if the parents are at home. Further hours of care must then be paid privately. Parents who take parental leave must therefore speak to the site management in good time. If the child only needs to be looked after for 5 hours, then the contract must be amended. Such a "reduction" has to be applied for in good time, i.e. by the 3rd working day of a calendar month for the end of the month after the following calendar month.

### Deadlines: When do I have to hand in the daycare centre voucher to the centre?

The daycare centre voucher must be presented to the site management **on the 1st day when daycare begins**. If there is no approval by this time, the confirmation of application must be submitted. Families are given these when they apply for the voucher. The application allows us to verify that the daycare voucher was applied for on time.

**Please note**, that without a valid daycare voucher, the amount for the child's care will be charged on a private basis! This also applies if the district office does not approve the voucher for the number of hours requested. This is something we would like to avoid, so please ensure that the daycare voucher is valid from the start of the contract and covers the correct number of hours.

#### Example:

If a childcare contract is signed for the child with effect from 1 April 2022, then the daycare centre voucher must be valid as of 1 April 2022. If it is only valid with effect from 1 May 2022, then the period from 1 April to 30 April 2022 must be paid on a private basis.

## Contract.

### Place sharing: What does place sharing mean?

The place sharing model covers **all children** with a childcare contract **for 5 or 6 hours**. An **all-day place** comprises 8, 10 or 12 hours - and can be **shared between 2 children**. In this case, the children have a permanent place-sharing partner who shares the place with them and attends the daycare centre on a rotating basis.

#### Example:

##### Week 1:

Child A: mornings from 7am to 12pm / Child B: afternoons from 12pm to 7pm

##### Week 2:

Child A: afternoons from 12pm to 7pm / Child B: mornings from 7am to 12pm

##### Week 3:

Child A: mornings from 7am to 12pm / Child B: afternoons from 12pm to 7pm

##### Week 4:

Child A: afternoons from 12pm to 7pm / Child B: mornings from 7am to 12pm and so on.

### Care package and full catering: What is this?

**We'll take care of your little ones. The care package covers all the hygiene items**, that your child needs on a daily basis.

What is provided by kinderzimmer:

- ✦ Nappies
- ✦ Wet wipes
- ✦ Toothbrush and toothpaste
- ✦ Sunscreen and more

Protection – very important in the sun.





wholesome and healthy

**Full catering** includes all meals in accordance with the recommendations of the German Nutrition Society:

- \* Breakfast
- \* Lunch
- \* Dinner
- \* Low-sugar snacks between meals and drinks

**The daycare voucher does not cover:** The care package and full catering. These shall be charged additionally on a monthly basis.

**It includes:** Lunch/drinks (water/unsweetened teas).

### Bilingual offer: What are the extra costs in a bilingual group?

The additional costs for bilingual care can be found in the

**Supplementary Agreement for the Bilingual Programme** or can be requested from the **site management**.

### Daycare voucher: What do I have to do if the daycare voucher has fewer hours than the childcare contract?

The childcare contract ensures that your child will have a place at our daycare centre. The voucher indicates how much funding is available from the City of Hamburg. If it becomes apparent that the daycare voucher covers fewer hours of care than the care contract, then please consult the site management. **The contract can be amended:** The hours of care may be reduced (kindly pay attention to the deadline as per the care contract) or additional hours may be paid for on a private basis.

### More care: What do I have to take into account if I want to increase my childcare hours?

You may only increase the hours if the capacity of the group or the site allows it. This is why it is best to contact the site management as early as possible, once it becomes apparent that more care hours are desired.

### Less care: What deadlines do I have to comply with if I want to reduce my childcare hours?

It is possible to reduce the number of hours if the relevant deadline is complied with. **Up to the 3rd working day of a calendar month for the end of the month after the following calendar month**, information should be provided on the amount of the reduction. It is therefore important to inform the site management as soon as possible if hours are to be reduced.

**Example:** Parents decide on 20 April that they would like to reduce the hours from 8 to 5. This means that the reduction is possible from 1 August at the earliest.

### Book more care privately: I require more hours of childcare than the daycare voucher stipulates. How much does it cost if I book it privately?

The additional costs in the event of an increase in hours of care **can be found in the care contract under § 1 number 4 "Type of service"**. If there is, for example, a 5 hour daycare voucher and the plan is to increase to 8 hours privately, then the difference between the fees for 5 hours and 8 hours is calculated **plus 5 % in each case**. (This is against the background of the annual backdated changes in the payment table.)

**Please note** that the costs are subject to adjustment during the term of the contract based on the applicable payment table.



**Notice periods:** When and how can I terminate my childcare contract? What deadlines do I have to comply with (before start/ after start)?

Proper **termination before the start of care** is **excluded for both contracting parties - except if** the termination is announced with a notice period of at least 3 months prior to the contractually agreed start of care. Once this period has expired, termination prior to the start of the contract is no longer possible. The contract then runs for at least 3 months from the start.

**Once the contract has commenced**, the notice period shall also be applicable until the **3rd workingday of a calendar month for the end of the month after the following calendar month**. Notice of termination must be made in writing and be received by kinderzimmer in good time.

**Example:** If the care is to end on 1 May, you submit your notice of termination by the 3rd working day of February at the latest.

**Day nursery contract:**

When does my day nursery contract end?

The day nursery contract ends **on the day before the child's 3rd birthday**. Consequently, we would ask you to contact the site management as early as possible so that we can discuss the transition to the elementary group and arrange for the new childcare contract to be drawn up. **This does not apply when** there is already a combined contract in place involving an automatic transition to the elementary level.

**Elementary contract:** When does my elementary contract end?

The elementary contract ends on **31 July of the year**, in which the **child reaches compulsory school age**. In this case, notice of termination is not required. So-called "Kann-Kinder", children who start school early or children who switch to a preschool, are excluded. In this case, it is still necessary to terminate the care contract in due time.

Please contact the site management/parent advisory service if you have any questions.

**Change of location:** We are looking to change the kinderzimmer location. Do I have to apply for a new voucher for the new kinderzimmer daycare centre?

**Yes**, we require a newly issued daycare voucher to start at the new kinderzimmer location. **We recommend** that you do this in a timely manner before you switch location.

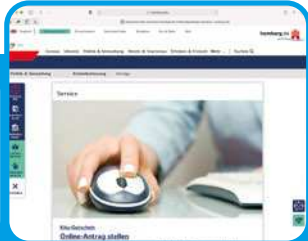
\* [www.hamburg.de/antfrage/](http://www.hamburg.de/antfrage/)



Contract.



Link\* to the form to submit a notice of change:



In the kinderzimmer, we make children strong for life and fit for the future. With attachment-oriented education and playful learning.



## Billing.

**Settling in:** How is the settling-in period charged?

The settling-in process is conducted based on the Berlin Model. A period of **1 month is planned for this**. The individual needs of the child are taken into account when organising the programme. The daycare centre costs are charged **in full for the settling-in period**. They are covered by the submitted and valid **daycare centre voucher**.

Payment methods: What payment methods are available?

Payment of the personal contribution or the care and catering package is made **by direct debit** (SEPA direct debit procedure).

**Billing date:** When is the settlement?

The care costs are due **on the first day of the month**. Accordingly, invoices are issued on a monthly basis.

Billing.



# Vaccinations.

## Measles: Does our child need to be vaccinated?

Vaccinations protect health. We only care for children at the kinderzimmer who have been sufficiently vaccinated against measles or are immune (i.e. have already had the disease).

### As proof of immunisation, the kinderzimmer:

- ✦ requires a medical certificate
- ✦ the U-Heft vaccination passport or
- ✦ the vaccination card

**We also require a medical certificate for a measles disease that has been overcome**, i.e. for immunity or a medical contraindication. A written declaration by the parents is not enough.

#### The rule is:

- ✦ children without protection against measles will not be accommodated.
- ✦ All other vaccinations are not currently compulsory.



Children learn and discover diversity and community in the group.

# Daycare visits.

**Attendance:** Does my child have to attend daycare every day?

There is **no obligation to attend daycare**. It is up to the parents to decide whether their child may attend a daycare centre. **But: If the child is issued with a daycare centre voucher**, it is our duty as the daycare provider to cancel the voucher if the child does not attend the daycare centre for an extended period of time.

## The voucher is cancelled in the following case:

- \* The child fails to attend the daycare centre for 10 consecutive days – without a notification about the absence.
- \* The child fails to attend the daycare centre for more than 30 consecutive days without a plausible reason being given.

**Should the cases mentioned above occur**, we have to inform the Youth Welfare Office and the daycare voucher will be cancelled.

## This means:

- \* the costs are no longer covered
- \* the daycare voucher is invalid
- \* the contribution must be paid entirely on a private basis

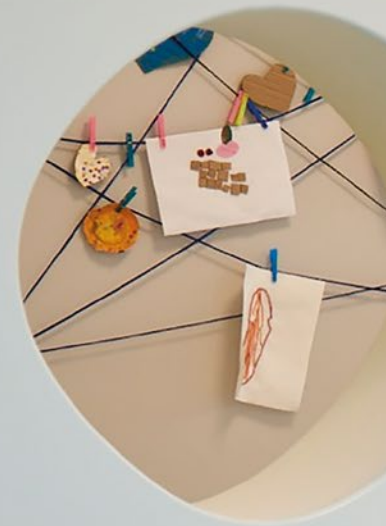
**Should there be an exceptional circumstance** and the child is unable to attend the daycare centre for an extended period of time, please contact the authorities at an early stage. Only the social welfare authorities can authorise an exception.

## Sign out: How can I excuse my child?

We keep a record of each child's attendance or absence.

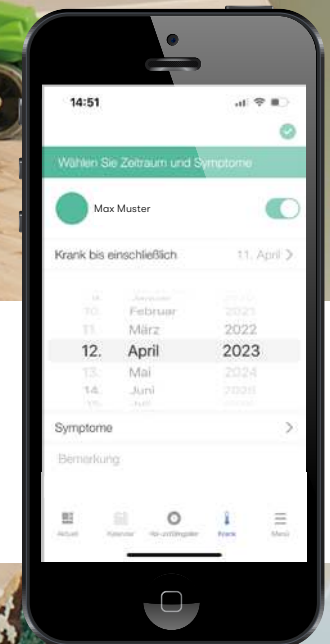
The child may be excused

- \* **via the kiziParents App** – quickly and effortlessly
- \* by telephone
- \* by E-Mail



## kiziParents App: Check-in and -out

Parents can conveniently excuse the child on a daily basis and also specify the reason.



# Preschool.

**Deadlines:** Transferring to another preschool after the elementary period – what notice periods apply?

In this case, the standard notice period of 3 months shall apply.

Kindly note that the notice of termination must be in writing and must be received in due time.

**Example:**

The notice period for 31 July shall be the 3rd working day in May.



Learning is fun! We attach great importance to good preparation for the school years.

**Kinderzimmer preschool:** Can all children attend the kinderzimmer preschool?

**Yes**, we would like to make it possible for all children in our kinderzimmer daycare to attend the preschool. However, not all kinderzimmer locations have a preschool. When capacities are free, it is possible to change to a kinderzimmer with a preschool without any difficulties. Simply speak to the site management as early as possible concerning your wish to change. This allows us to discuss which location with preschool might be suitable and whether a place can be reserved.

**Kindly note that at least an 8 hour childcare contract is required.** This is an all-day concept.

**In the case that no 8 hour daycare voucher is at hand,**

- ★ please clarify with the voucher office as early as possible as to whether a more extensive voucher will be granted for the transfer to the preschool.
- ★ the remaining hours can be paid for privately.

It is always important to ensure that the transition to the exciting school years is a successful one. Even at those **locations without kinderzimmer preschool, preschool work takes place in the elementary groups** as part of the daily group work. This is included in the regular contract. There is no need to increase hours here.

**The type of preschool** best suited to the child should be discussed with the site management at an early stage.

**Preschool agreement:** Is there a special contract for the preschool?

**Yes**, there is another agreement for the kinderzimmer preschool, in addition to the childcare contract.

**Costs:** What are the costs for the preschool?

The fee for the preschool can be found in the **preschool agreement** or can be obtained from the **site management**.

# Checklist.

## To check off:

- Have you applied for the daycare voucher?
- Does the daycare voucher have the correct hours of care?
- Does my child have adequate measles vaccination protection?
- Have I downloaded the kiziParents app?
- Have I noted all the deadlines for terminations or changes to the contract?

## For notes:

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## Further questions?

Of course. Simply contact the customer service department directly.

**Telephone: +49 (0) 40 8740 6666**  
**E-Mail: [kitaplatz@kmk-kinderzimmer.de](mailto:kitaplatz@kmk-kinderzimmer.de)**



kinderzimmer