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# Before the start of day care:

The most important  
answers for parents.

# Hello parents,

## A warm welcome to kinderzimmer!

The start of day care 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 day care. We have put together a parents' booklet containing the most important information about contracts and the start of your time with us.

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

Kind regards,  
Your kinderzimmer Team

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We are  
here for you.

# Hamburg Day care voucher.

## Hamburg day care 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 day care 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 day care 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 your spot in a day care
- \* Apply for a voucher online
- \* Submit voucher to the day care centre

The day care voucher can be applied for at the **district office (Bezirksamt) in which you are registered or online from home.**

As a general rule, it is issued for **12 months** and must be renewed annually in a timely manner.

*Children from other federal states are also welcome! Simply ask your local municipality about covering the costs for a day care spot in Hamburg.*

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



Link\* to the online application:



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

The City of Hamburg recommends applying for the day care voucher **3 to 6 months** before the start of your day care contract. **We recommend** that you simply submit 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 day care 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 their working hours. The day care 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 day care voucher and must also be stated in the contract. If the day care voucher is issued for fewer hours than what was requested, the parents have to pay for the additional hours privately. Voluntary increasement of care hours is possible (see below and page 11).

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

**The City of Hamburg pays most of the costs.** Once the day care voucher is issued, we at 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 day care voucher is processed.

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



[Link\\*](#) to day care contribution calculator:



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



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

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

If the child previously received a voucher of 6 hours or more, then this entitlement will 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 day care director well in advance. If a child only needs care for 5 hours, the contract must be amended. This "reduction" must be requested in advance—specifically, by the 3rd working day of a month to take effect at the end of the following month.

### Deadlines: When do I have to hand in the voucher to the day care?

The day care voucher must be presented to the day care director on the **1st day when day care begins as per your contract**. 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 day care voucher was applied for on time.

**Please note**, that without a valid day care 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 day care 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 day care 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 day care 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 day care voucher does not cover:** The day care voucher does not cover the care package and full catering. These will be charged additionally on a monthly basis.

**This includes lunch, snacks, and drinks; these being water and unsweetened beverages.**

### 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 day care director**.

### Day care voucher: What do I have to do if the day care voucher has fewer hours than the childcare contract?

The childcare contract ensures that your child will have a place at our day care centre. The voucher indicates how much funding is available from the City of Hamburg. If it becomes apparent that the day care voucher covers fewer hours of care than the care contract, then please consult the day care director. **The contract can be amended:** The hours of care may be reduced (please 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 day care centre allows it. This is why it is best to contact the director as early as possible, once it becomes apparent that more care hours are required.

### 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 day care director 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 day care 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 day care 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 working day 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 advance.

**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.

**Nursery contract:**

When does my nursery contract end?

The nursery contract ends **on the day before the child's 3rd birthday**. Consequently, we would ask you to contact the day care director 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", or "Can-Children" children who can 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 day care director or parent advisory service if you have any questions.

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

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

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



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



At kinderzimmer, we make children strong for life and fit for the future through 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 day care centre costs are charged **in full for the settling-in period**. They are covered by the submitted and valid **day care 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 does the billing occur?

The childcare fees are **due on the first of the month**. Invoicing is done monthly, and your current invoice will be available digitally in our Parent App.



# Vaccinations.

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

Vaccinations protect your 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, kinderzimmer requires:

- ✦ a medical certificate
- ✦ the U-Heft vaccination passport (The “Yellow Booklet”) or
- ✦ the vaccination card

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

#### 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.

# Day care Attendance.

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

There is **no obligation to attend day care**; it is up to the parents to decide whether or not their child should attend a day care.

**However: if the child is issued with a day care voucher**, it is our duty as the day care provider to cancel the voucher if the child does not attend the day care centre for an extended period of time.

## The voucher is cancelled in the following case:

- \* The child fails to attend the day care centre for 10 consecutive days – without a notification about the absence.
- \* The child fails to attend the day care 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 day care voucher will be cancelled.

## This means:

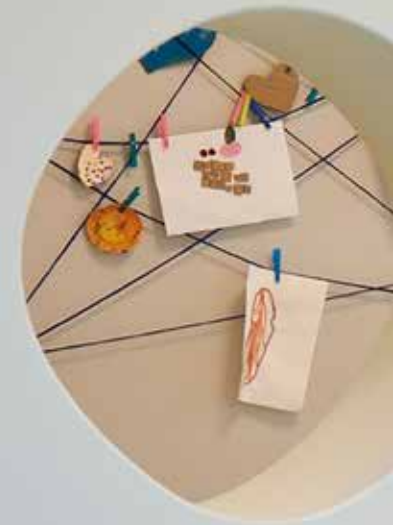
- \* the costs are no longer covered
- \* the day care voucher is invalid
- \* the contribution must be paid entirely on a private basis

**Should there be an exceptional circumstance** and the child is unable to attend the day care centre for an extended period of time, please contact the Youth Welfare Office (Jugendamt) as early as possible. Only the social welfare authorities can authorise an exception.

## Absence Notification: How can I excuse my child?

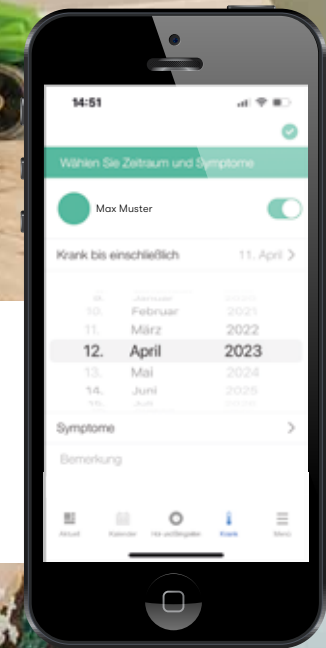
We document the attendance or absence of each child. Here's how you can excuse your child in case of vacation or illness:

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



## Sick? On Holiday?

Use the check-in and check-out feature in our kizi-Parents App. Parents can easily excuse their child for specific days and also provide 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 applies.

Please be aware that the notice of termination must be in writing and be received sufficiently in advance.

**Example:**

The notice period for 31 July would 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 are pleased to offer all kinderzimmer children the opportunity to participate in preschool. Our educational specialists implement the preschool program in the early childhood groups as **integrated preschool** instruction within regular group activities, or at some locations, also in **age-homogeneous groups**.

**Our preschool activities are always free of charge for you and your child, and no additional contractual agreements are necessary.**

**Please note:** For the **age-homogeneous preschool concept**, a minimum 8-hour care contract is required. If there is no 8-hour contract, your child will automatically participate in the integrated preschool concept. However, you also have the option to contact the voucher office to request a higher day care voucher or to increase the hours privately.

With the **integrated preschool concept**, which we offer at all locations, no minimum care time is required. Preschool activities occur several times a week within the framework of regular group work.

Which form of preschool is best for your child should be discussed early on with the day care director.



**Make the start of school a breeze!**  
Find more information about preschool here:



# Vocabulary

## Deutsche Sprache, schwere Sprache –

As we say in German- the German language can be challenging. Whether you're well on your way to learning German or just starting, understanding key terms related to daycare (Kita) and early childhood education will be important on your journey with us at kinderzimmer and beyond. Here's a list of important words to know to better help you understand the day care system in Hamburg.

- 1. BASFI** – Department for Labor, Social Affairs, Family, and Integration; the controlling authority for childcare in Hamburg (bahs-fee)
- 2. Bezirksamt** – District office, handling local administrative tasks such as permits, licenses, and your Kita voucher (beh-tsirks-ahmt)
- 3. Betreuung** – Care or supervision (beh-troy-ung)
- 4. Elementar** – Elementary; early childhood education for children aged 3-5 (el-eh-men-tahr)
- 5. Elternabend** – Parent-teacher evening or meeting (el-tern-ah-bent)
- 6. Elternbeitrag** – Parent fee or contribution (el-tern-bye-trahk)
- 7. Eingewöhnung** – Settling-in or familiarization phase for new children (ine-geh-vur-nung)
- 8. Erzieher** – “Educator”; teachers who work in Kitas (er-tsee-er)
- 9. Gutschein** – Voucher, used in Hamburg to refer to state-funded childcare (goot-shyn)
- 10. Gruppenraum** – Group room (grou-pen-roum)
- 11. Jugendamt** – Youth welfare office, responsible for child and youth services, including daycare oversight (yoo-gent-ahmt)
- 12. Kita** – Short for “Kindertagesstätte” (daycare center) (kee-tah)
- 13. Kinderarzt** – Pediatrician (kin-der-ahrts)
- 14. Krippe** – Nursery for children under 3 years old (krip-uh)
- 15. Pedagoge**– Educator or specialist in teaching methods, this title broadly applies across education and social work (peh-dah-goh-guh)
- 16. Standortleiter** – Daycare director (shtand-ort-ly-ter)
- 17. Tagesablauf** – Daily routine or schedule (tah-guhs-ahb-louf)
- 18. Umgewöhnung** – Readjustment; the period of transition from the nursery to elementary (oom-geh-vur-nung)
- 19. Vorschule** – Preschool, in Hamburg this typically applies to children aged 5 to 6 (for-shoo-luh)
- 20. Vertrag** – Contract (fer-trahg)

# Checklist.

## To check off:

- Have you applied for the day care voucher?
- Does the day care 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?

## Notes:

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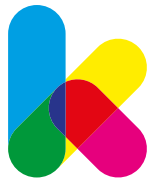
# Further questions?

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)



Our virtual assistant Know Howdy is also there for you at [kita-kinderzimmer.de](https://www.kita-kinderzimmer.de).



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