



Ville de
Differdange

Internal regulations

- Forest maison relais -

**Version
2025 – 2026**

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1. ACCOMPANYING AND CARING FOR THE CHILDREN

1.1. Staff of the maison relais in Differdange

The maison relais of the City of Differdange has the staff required by the applicable legislation (e.g.: social pedagogues, qualified educators, care assistants, assistant educators).

1.2. Educational work

The childcare staff look after the children during their stay at the maison relais. The staff of the maison relais support the parents/guardians in their educational tasks, but in no way replace them.

The general aim of the maison relais of the City of Differdange is to offer care structures that promote the cognitive, social, emotional and psychomotor development of children.

The childcare staff are available for the exchange of information or discussions with parents/guardians. Cooperation with parents/guardians is essential and of the utmost importance to ensure the well-being and development of the child.

1.3. External activities

The children take part in all activities organized under the responsibility of the educational staff, except in cases indicated by the parents (child's health problems, etc.). Information about group excursions will be communicated and posted on a board in the maison relais. Written permission is required from parents/guardians for trips abroad.

2. ADMISSION AND APPLICATION

2.1. Admission criteria and priorities

The City of Differdange's forest maison relais accepts children between the ages of four and six. Children must be registered at the forest school in order to be admitted to the forest maison relais of the City of Differdange.

Each child who attends the forest class must also eat their lunch in the forest maison relais on Mondays, Wednesdays and Fridays.

Parents/guardians are expected to have a valid contract for the childcare voucher system (Chèque-Service Accueil, CSA).

2.2. Admission procedures

To submit an application for admission, the application documents and the following documents must be submitted.

Required documents:

- Copy of the identity card of the child to be registered
- Copy of the social security card showing the national identification number and validity of the ID card of the child to be registered
- Copy of the vaccination card of the child to be registered
- Copy of the contract for the childcare voucher system (chèque-service accueil, CSA)
- Copy of the parents' identity card

And, depending on your personal situation, the following documents where applicable:

- Medical certificate of the child's food intolerances or allergies
- Medical certificate stating that the child is not allowed to participate in sports activities
- Copy of the identity card of the person(s) authorized to pick up the child (maximum 4 persons)
- Copy of the guardianship judgment if the child is under guardianship – only the pages on which the final decision concerning the child is stated (custody, parental authority)
- Copy of the divorce decree of divorced parents – only the pages on which the final decision concerning the child is stated (custody, parental authority)
- Certificate of employment from parents/parents-in-law/legal guardians living in the same household (or language course certificate, unemployment certificate (ADEM), school certificate with details of school attendance ...)
- Other important documents (medical certificate indicating a serious illness, court judgment, SCAS, social welfare office, social worker, etc.)
- When registering according to the duty roster: proof from the employer confirming the irregular working hours (shift work) per week.

In the event of admission and in order for the child to attend the maison relais, the admission contract signed by the parents/guardians must be submitted to those in charge of the maison relais within the specified deadline. Please note, however, that the internal regulations apply from the time of admission and that the periods registered in advance will be invoiced from the start of school.

2.3. Deadlines and application

A child's registration is valid for one school year, i.e. from 15 September of the current year to 14 September of the following year. It must be renewed for each school year.

Registrations for 2026-2027 will take place from 23.2.2026 to 6.3.2026.

2.4. Change of registration

Any change or cancelation of enrollment must be made at the forest maison relais and signed by the parent/guardian:

⇒ A reduction in childcare hours will only take effect from the next billing period.

⇒ An increase in childcare hours may come into effect depending on availability.

Please note that you can only change your childcare times once per term.

In the event of a change in the work situation (e.g. unemployment), parents/guardians are obliged to inform the maison relais immediately.

In the event of parental leave, parents/guardians are obliged to inform the maison relais. Parents/guardians are requested to submit all supporting documents immediately. As soon as the *Zukunftskeess* has given its consent, the child in question loses the right to attend the maison relais until the end of the full-time parental leave.

The persons in charge of the maison relais reserve the right to ask parents or guardians at any time for a work certificate, a work plan, a certificate from the CCSS or any other recent document justifying the need for the time slots requested.

Please note that the child may be permanently excluded from the maison relais if the information is not passed on to the childcare staff.

3. ABSENCE, PICK-UP OR ILLNESS

3.1. Absence of a child

In order to be able to organize a harmonious daily routine in the best possible way, parents/guardians must inform those responsible at the maison relais by telephone or e-mail of the child's absence **before 8 am**.

In the event of repeated absences and lateness and/or if these are not communicated in accordance with the above provisions, the College of Aldermen may decide to exclude the child in question from the maison relais after consulting the persons in charge.

Absence of the child due to illness

If the child does not attend school and/or the maison relais due to illness, the parents/guardians are obliged **to inform those responsible at the maison relais by telephone or e-mail on the same day**. Parents/guardians are requested to submit a medical certificate before the start of the next billing period. In this case, the periods in question will not be invoiced.

3.2. Daily pick-up

The educator shall ensure that the child in care does not leave the maison relais without the permission or accompaniment of the persons having parental care, an authorized person or the child's legal guardian. We accept no responsibility if the person authorized to collect the child is under 18 years of age.

3.3. A sick child and administering medication

In the event of illness, parents/guardians are required not to send a child to the maison relais.

In the event of fever, vomiting, diarrhea, unexplained skin rashes, conjunctivitis, severe sore throat or any other sign of an infectious condition, parents or guardians may not bring the child to the maison relais. This measure is designed to protect the child's health and that of others.

If a child shows obvious signs of illness, or appears visibly unwell, the educational staff reserves the right to exclude them from the maison relais, in the interests of their health and that of the other children.

In the event of pediculosis (presence of head lice), the child will not be allowed to attend the maison relais. The child will not be allowed to return until a suitable treatment has been applied.

If a child falls ill during their stay at the maison relais, the childcare staff will inform the parents/guardians of the child's state of health and ask them to collect the child as soon as possible.

If a child suffers from an infectious disease that results in expulsion from school in accordance with the law on school medicine of 2 December 1987, this measure also applies to attendance at childcare facilities. This measure is intended to prevent the spread of the disease and protect the health of other children and staff.

Various organizations offer care options, in particular the service "Krank Kanner Doheem", which provides individual home care for sick children. This enables parents to continue working and children to recover in the best possible conditions and in their own familiar environment. Applications from single parents are given priority.

The service "Krank Kanner Doheem" can be reached at the telephone number: +352 48 07 79.

Parents/guardians are required to present the relevant vaccination card to the head of the site after each new vaccination in order to update the child's file.

If the child suffers from a food intolerance or allergy, parents/guardians are required to provide a medical certificate. If your child suffers from any kind of allergy (to food, medication, etc.), please inform the management on the first day (also fill in the information sheet).

Staff may only administer medication (including homeopathic medication) to children undergoing treatment if they have a declaration of consent from the parents and a current doctor's prescription. Parents must ensure that they bring the medication with them and write the child's name on it.

The daily administration of medication is noted, dated and signed by the parent/guardian and submitted together with the doctor's prescription.

In the event of a medical emergency, accident or other incident involving a child, the responsible educator is obliged to take appropriate emergency measures (e.g. contacting a doctor or hospital emergency services, organizing transport to the hospital, etc.). The educator shall notify the parents/guardians as soon as possible.

The entire educational staff, as well as those in charge of the maison relais, cannot be held responsible for emergency medical measures taken on the basis of incomplete or incorrect information (e.g. allergies not declared at the time of enrollment or during the year of enrollment in question).

3.4. Special needs

When registering, parents are required to provide all information about their child's special needs. This information is used to ensure the safety of the children and to be able to guarantee high-quality care. This information is treated in the strictest confidence.

If a specific need is identified that exceeds the available capacity of the facilities, the Education and Care Service (SEA) reserves the right to carry out an observation phase in consultation with the parents. A final admission will be decided on the basis of the conclusions of this observation phase and subject to the provision of additional human resources following the adoption of an inclusion project for the child.

3.5. Definitive cancelation of the child

If the parents/guardians intend to permanently withdraw their child from the maison relais, they are obliged to inform the persons in charge of the maison relais before the end of the current billing period and to cancel the enrollment by signing the "Cancellation of enrollment" form.

If an enrollment is canceled during the course of a month, the parents/guardians are obliged to pay for the entire month corresponding to the billing period.

Please note that if no proper cancelation is made to the people in charge of the forest maison relais, the administration will proceed with an automatic cancelation after two months and the periods of the full months will be invoiced.

4. CHILDCARE IN THE FOREST MAISON RELAIS

4.1. School period

Parents/guardians are asked to respect the opening and closing times of the maison relais, i.e. Monday to Friday from 6.30 am to 6.45 pm outside school hours. The different time slots during school terms are as follows:

Periods	Monday	Tuesday	Wednesday	Thursday	Friday
06:30 – 07:00	Reception				
07:00 – 08:00	Reception				
12:00 – 12:30	Lunch		Lunch		Lunch
12:00 – 14:00		Lunch		Lunch	
14:00 – 14:30		Foyer I		Foyer I	
14:15 – 14:30	Foyer I		Foyer I		Foyer I
14:30 – 16:00	Foyer II				
16:00 – 17:00	Foyer III				
17:00 – 18:00	Foyer IV				
18:00 – 18:30	Closing I				
18:30 – 18:45	Closing II				

It is possible to register the child according to a work schedule, provided that there is an irregularity (shift work) in the registration within a month. Parents must therefore submit a work schedule. The plan must be submitted to the maison relais no later than **three** working days before the end of the month. This also applies to registration according to a shift schedule during vacation care. In the event of late submission, please note that the periods of the entire month as per the original registration will be invoiced in full.

If there is no irregular work schedule for a period of at least three consecutive months, those responsible at maison relais may decide to cancel the registration according to the work schedule.

Parents/guardians are requested to respect the specified times. In the event of frequent lateness, the management must notify the Education and Care Department (SEA).

Last deadline for submitting the work plan:

- 29 July 2025
- 27 August 2025
- 26 September 2025
- 29 October 2025
- 26 November 2025
- 29 December 2025
- 28 January 2026
- 25 February 2026
- 27 March 2026
- 28 April 2026
- 27 May 2026
- 26 June 2026
- 29 July 2026
- 27 August 2026
- 28 September 2026

4.2. Childcare during school vacations

The forest maison relais is open during school holidays, except during collective leave.

Registration for vacation care takes place in consultation with the person in charge of the forest maison relais. The registration forms will be submitted to you by the person responsible. Additional information on registrations will be announced before each registration period in the maison relais, in the Dimmi app, on the City of Differdange website and on social networks.

Below you will find the dates that you should remember for online registration:

Registration period	Holidays
22.9.2025-26.9.2025	All Saints & Christmas
5.1.2026-9.1.2026	Carnival & Easter
13.4.2026-17.4.2026	Pentecost & Summer

Please note that no registrations will be considered outside the registration period.

The opening hours of vacation childcare remain unchanged from school terms (6.30 - 18.45). A detailed overview of the registration times is listed on the registration form, which can be collected from the maison relais during the registration period.

Cancellation or modification of vacation care times can be made up to five full weeks before the start of the respective week without giving reasons to those in charge of the forest maison relais (deadline: Friday before the start of the five weeks). Please note: changes to time slots are subject to availability. After the five-week period has expired, proof of illness for the child must be submitted before the start of the next billing period. Otherwise the previously reserved periods will be invoiced.

4.3. Vacances loisirs (summer activities)

Vacances loisirs summer activities will take place every day from 20 July to 31 July 2026, from 2:00 pm to 6:00 pm. During this period, the maisons relais will close at 1:50 pm, and children not registered for these activities must be picked up by 1:50 pm at the latest. There is no charge for these activities. Children who are registered for the activities cannot be picked up between 2:00 pm and 5:30 pm. They may be picked up between 5:30 pm and 6:00 pm. The maison relais will close at 6:00 pm. After this time, our childcare service will no longer be available.

You will receive the registration forms for the summer activities along with the registration forms for holiday childcare (Pentecost and summer holidays). Parents who only want to register their children for the summer activities should check the boxes for the afternoon time slots (2:00 pm to 6:00 pm).

4.4. Collective leave

School year 2024/25

The childcare facilities of the City of Differdange will be closed from 23 to 27 December 2024 and from 4 to 15 August 2025.

School year 2025/26

The childcare facilities of the City of Differdange will be closed from 22 to 26 December 2025 and from 3 to 14 August 2026.

School year 2026/27

The childcare facilities of the City of Differdange will be closed from 21 to 25 December 2025 and from 2 to 13 August 2026.

Please note that due to internal organizational reasons, free places are also limited during the school vacations. Therefore, please make sure to register your children in due time.

5. RULES AND CONDUCT

5.1. Behavior of the parents/guardians

When the child arrives and is picked up, the person accompanying the child must always report to the educational staff:

- for safety reasons
- to exchange any information

As soon as a person authorized to pick up the child arrives at the maison relais, the child is placed under their responsibility and is no longer under the responsibility of the educational staff.

The person collecting the child must not be under the influence of alcohol or other narcotics. The educator has the right to refuse a person the child if they are of the opinion that the child's safety is not guaranteed.

Smoking in the maison relais is prohibited by law.

Respect for staff, children, other parents, and the regulations in effect is a fundamental requirement for all adults involved in the daycare center.

Parents, guardians, or other accompanying adults must also behave in an exemplary manner at all times, both for educational purposes and out of respect for the community, bearing in mind their role as role models for the children.

Dialogue between parents/guardians and educational staff is essential to ensure mutual understanding and guarantee the well-being of the child.

In the event that a parent or guardian repeatedly fails to fulfill obligations relating to behavior, compliance with the rules, or any other essential point of these regulations, the College of Aldermen reserves the right to temporarily or permanently exclude the child concerned.

5.2. Behavior of the children

The children must behave respectfully towards the other children as well as towards the staff and the material of the forest maison relais.

It is forbidden to bring potentially dangerous objects (matches, lighters, knives, etc.).

In the interests of a healthy and balanced diet and as meals are provided within the forest maison relais, it is not permitted to bring in external food (sweets, potato chips, sweetened drinks, etc.).

The use of smartphones, tablets, smartwatches and other electronic devices is not permitted.

The maison relais accepts no liability for damage, loss or theft of personal belongings.

5.3. Behavior of the educational staff

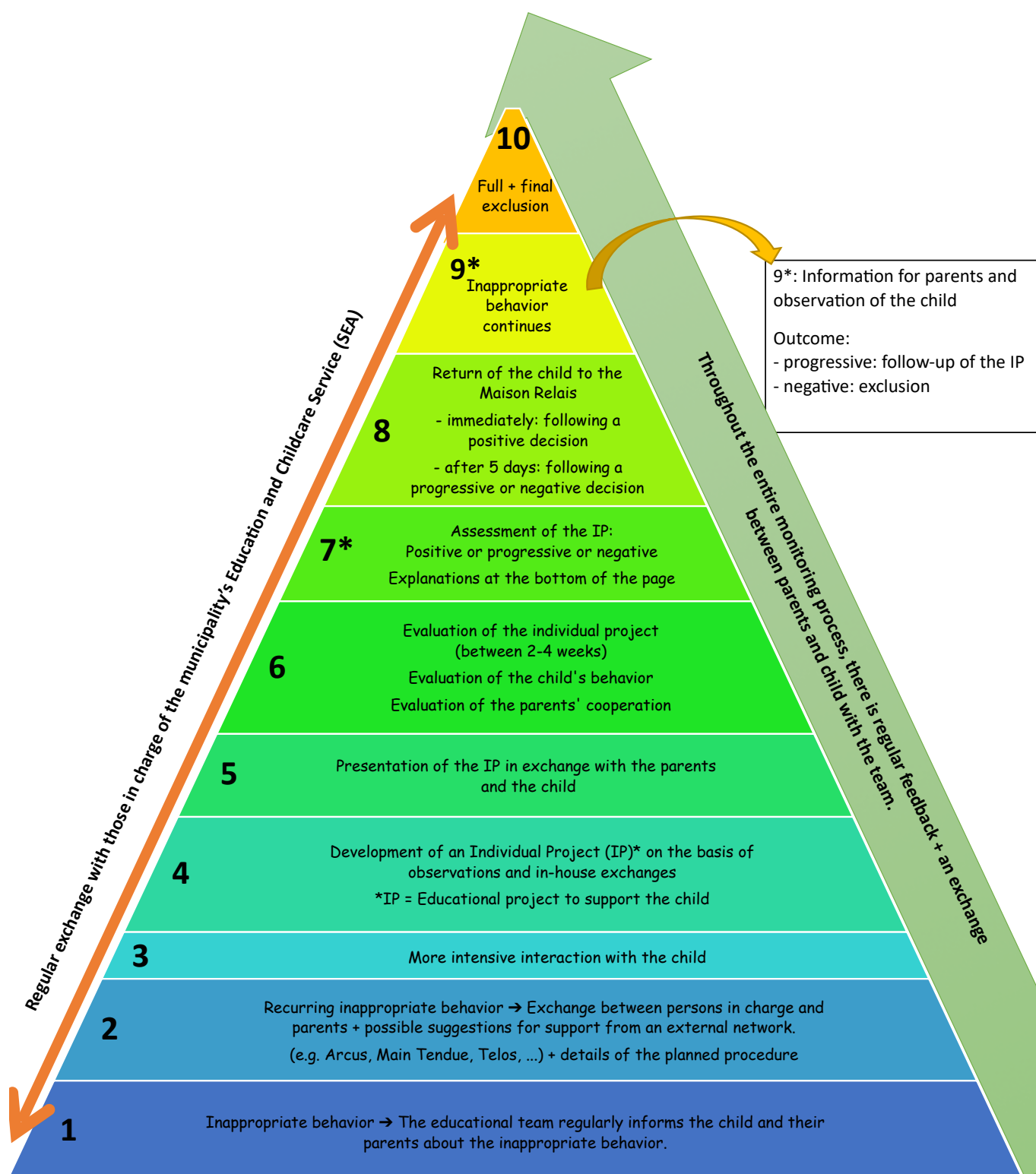
The role of the educator is to provide an educational environment that promotes the cognitive, social, and emotional development of the child. Educational staff ensure a warm atmosphere, demonstrating respectful behavior towards both other educators and the children in the daycare centers. They are bound by professional confidentiality and communicate with children and parents/guardians in a caring manner.

Educational staff are available to parents for any exchange of information or dialogue concerning the child. This openness to dialogue promotes mutual understanding and ensures that the specific needs of each child are met. Close, regular, and constructive collaboration between educational staff and parents is essential to creating a safe and harmonious environment and ensuring the well-being and development of the child.

5.4. De-escalation pyramid

To ensure both the well-being of the children and the smooth running of the maison relais, the City of Differdange's education and care service has adopted a preventative tool in the form of a de-escalation pyramid to enable it to intervene in a benevolent and structured manner if necessary.

De-escalation pyramid



7*: The outcome can be positive/progressive/negative:

1. Positive: The child has improved their behavior and keeps their place in the Maison Relais (≠ exclusion).
2. Progressive: The child remains in the Maison Relais, but always under the supervision of the educational staff.
3. Negative: Temporary exclusion from the Maison Relais for 5 days.

5.5. Temporary or permanent exclusion of a child

According to the concept of deescalation:

In the event of a negative outcome of the child's individual project with the parents, they will be informed of the temporary exclusion of their child by a personally handed letter (see point 8 of the de-escalation pyramid).

After the child has returned to the maison relais and the child's inappropriate behavior has not improved, the parents will be informed by those in charge of the permanent exclusion of their child by registered letter with acknowledgement of receipt (see point 9 of the de-escalation pyramid).

If a child's inappropriate behavior endangers their own safety, their own physical and psychological health or that of other children and staff, a temporary or permanent exclusion may be imposed immediately, depending on the severity of the incident.

6. INSURANCE

There is liability insurance with an insurance company that covers all damage caused by the child during the childcare hours at the maison relais. The accident insurance covers all accidents both inside and on the premises of the maison relais.

The maison relais cannot be held liable for accidents that occur on the way between the maison relais and the child's place of residence.

7. INVOICING

In 2009, the childcare voucher system (Chèque-Service Accueil, CSA) was introduced as a billing and payment method. The amount to be paid therefore depends on the parents' income and the rank of the child.

Parents/guardians are responsible for the annual renewal of the contract for the voucher system before the expiry date.

Invoices are issued on the basis of the initial registration. This means that even if the child is not present at the maison relais at the times registered, the hours booked at the time of registration will be invoiced, with the exception of:

- the child's visit to the doctor
- an illness of the child

Parents/legal guardians are requested to hand over all receipts (child's doctor's visit certificate or child's medical certificate) to those in charge of the maison relais by the last day of the current billing period at the latest.

Every time slot started will be charged in full, even if the child has not been registered in advance.

Any invoice that is not paid within 30 days of being issued will automatically result in a payment reminder being sent. Failure to pay this invoice reminder may result in legal action and the permanent exclusion of the child concerned.

Free childcare

With the start of the 2022-2023 school year, the Ministry of Education, Children and Youth has introduced free non-formal education.

This free childcare applies to children from the age of four who attend elementary school.

The free childcare does not apply to early education.

Free childcare is only available during school times from 7 am to 7 pm.

For the childcare hours before 7 am and after 7 pm, the parents' financial contribution is determined according to the CSA (Chèque-Service Accueil) table.

Vacation periods are not free of charge. During these periods, the parents' financial contribution is no longer limited by a flat rate, but the CSA table applies.

Recalculation – childcare times

Requests for recalculation due to errors in the registration periods must be communicated to those in charge of the maison relais.

Recalculation – Advantages Chèque service

Parents/guardians are responsible for renewing the CSA contract annually prior to the expiration date.

Except in justified cases and upon written request to the College of Aldermen, no request for recalculation will be granted. Please note that no recalculation will be granted for repeat offenses.

In both cases, an application for recalculation must be submitted no later than two months after receipt of the invoice (the date of the invoice applies). No request for recalculation will be considered after this deadline.

Billing months and last submission deadlines for receipts for the 2025/26 school year:

Billing month	Last deadline
September 2025	5 October 2025
October 2025	2 November 2025
November 2025	30 November 2025
December 2025	4 January 2026
January 2026	1 February 2026
February 2026	1 March 2026
March 2026	5 April 2026
April 2026	3 May 2026
May 2026	31 May 2026
June 2026	5 July 2026
July 2026	2 August 2026
August 2026	6 September 2026

Please note that during the settling-in phase, only the periods in which the child was actually present will be charged.

Summary of exceptions in which the child's enrollment is not invoiced, provided that a corresponding receipt is submitted:

- Doctor's visit (of the child)
- Sick days (of the child)
- Therapy (speech therapy, psychologist, psychiatrist, etc.)

Financial contribution for activities

The childcare center reserves the right to ask parents for a financial contribution for specific activities (e.g., visits to amusement parks, educational farms, swimming pools, museums, camps, etc.).

This contribution may be invoiced if the child is registered for the activity but does not attend without having been previously deregistered and without a valid reason for their absence.

Participation in these activities remains however optional and is at the discretion of the child.

8. FINAL PROVISIONS

This internal regulation was confirmed and approved by resolution of the municipal council at its meeting on 16 July 2025.

The municipal council reserves the right to amend this ordinance in all cases where this proves necessary.

The College of Aldermen: Guy Altmeisch, Tom Ulveling, Thierry Wagner, Jerry Hartung, Zenia Charlé.

9. ADDRESSES AND CONTACT PERSONS

If you would like further details, information or information, please contact:

Maison relais en forêt Am Kannerbongert L-4610 Niederkorn Mme Lopes Santos Jessica (responsable) Tél.: 58 77 1-2197 E-Mail : jessica.lopessantos@school.differdange.lu E-Mail : jessica.rendeirodossantos@school.differdange.lu	
Service d'éducation et d'accueil 35, rue de l'Hôpital L-4581 Differdange Email : sea@differdange.lu	Chèque service 1, place Nelson Mandela L-4530 Differdange Email : csa@differdange.lu