

# Service d'éducation et d'accueil **SEAS - Leudelange** Internal rules School year 2026/2027

Dear parents, dear children,

It is with great pleasure that we present to you the internal rules and regulations of the Service d'éducation et d'accueil Leudelange for the school year 2026-2027.

Together with the Luxembourg Red Cross, the municipal administration of Leudelange offers complementary education and care services at the SEA from 07.00 to 19.00 o'clock to help families to better coordinate their work and family life.

This offer is available to all children enrolled at the elementary school or living in the municipality of Leudelange, subject to the admission priorities in place. Please note that the maximum number of children per accreditation is defined by the Ministry of Education, Children and Youth and must be strictly respected.

The municipal administration has entrusted the Luxembourg Red Cross with the direction and management of the SEA by means of a partnership agreement.

The ROI is based on the youth law of July 2008, available at:

<https://www.enfancejeunesse.lu/> under the section 'Legislation'

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## 1. Operating principles

### A. Admission priorities

All children enrolled in elementary school living in the municipality of Leudelange may benefit from the services offered by the Service d'éducation et d'accueil (SEA), in accordance with the admission criteria.

If the number of applications is superior to the maximum capacity of children defined in the ministerial accreditation, priority will be given to:

- single parent families.
- families where both legal representatives are in full-time employment.
- vulnerable families (e.g. social needs).
- families where one or both legal representatives are registered with the Employment Development Agency (ADEM) will be given priority as soon as a work contract is obtained. There is no hierarchy of priorities.

### B. Admission

An application form must be completed and submitted to the Service d'éducation et d'accueil, hereinafter referred to as 'the Service' or 'the SEAS' or 'the Site'. Each application is processed separately depending on availability at the Site.

The date of submission of the enrolment contract or enrolment renewal letter will be taken as proof, in the event that the total number of enrolment applications exceeds the maximum capacity and several enrolment applications meet the same admission criteria mentioned above.

In the event that the maximum capacity of the SEAS is reached during the school year and in the case of an urgent and priority request, the Education and Reception Service reserves the right to cancel the registration of children whose legal representatives do not meet the priority criteria mentioned above.

In this case, the SEAS management, in consultation with the legal guardians, will offer them alternative time slots.

Please note that the signed and dated registration contract is *only valid with the supporting documents* listed on the last page of the registration contract/renewal form. A registration application does not guarantee definitive registration.

An enrolment application does not guarantee definitive enrolment.

This contract extends until the end of the child's primary education and is to be updated each year after admission priorities have been reviewed.

Any termination must be communicated in writing with one month's notice.

## 2. General timetables

### A. School Week

The SEA is open from Monday to Friday from 7 a.m. to 7 p.m. The different services are offered on every day of the **school week** according to the following **attendance and invoicing periods (précoce)**:

Timetable	Monday			Tuesday			Wednesday			Thursday			Friday		
07.00 -07.45															
11.40-12.05 Only C1.	SEA	AB	A	SEA	AB	A	SEA	AB	A	SEA	AB	A	SEA	AB	A
08.00 -12.05	SEA closed (except during school holidays)														
12.05 -14.00															
14.00-15.45	SEA closed (except during school holidays)			The child will take the bus at 12.05 pm			SEA closed (except during school holidays)			The child will be picked up at 12.05 pm			SEA closed (except during school holidays)		
15.45-16.00															
16.00-16.30															
16.30-17.00															
17.00-17.30															
17.30-18.00															
18.00-18.30															
18.30-19.00															

(Please tick (x) the boxes for attendance accordingly)

#### Only for Précoce & Cycle 1

SEA = Service d'éducation et d'accueil  
The child stays at the SEA from 11.40 to 14.00 pm

## B. Dates of closure of the SEAS for 2026-2027

The SEA will be closed on the following dates:

**20th December 2025 to 4th January 2026**

**1th August to 16th August 2025**

Exceptional closing days may be added, for instance for internal staff trainings, in which case you will, of course, be informed in good time.

## C. Enrolment procedures

**The deadline for submitting the registration forms is 15.05.2026.** Registrations received after this date will only be considered if the maximum capacity has not yet been reached.

All forms are available at the SEAS parents' corner. They can also be consulted and downloaded from the Luxembourg Red Cross website: <https://www.croix-rouge.lu/fr/service/maisons-relais-creches/> For children already attending SEAS, the registration forms will also be sent to you by email.

The complete registration file must be submitted by email to the following address:

- [relais.leudelange@croix-rouge.lu](mailto:relais.leudelange@croix-rouge.lu)
- Email subject: « *SEAS Registration Contracte 2026–2027* »

If your file is complete, you will receive a signed version of the registration contract from the SEAS office. If any documents are missing, you will be informed as soon as possible. The contract is only valid once it has been signed by the legal representatives as well as by SEAS.

All modification, cancellation, or annex forms must be sent by email or submitted to the mailbox located in front of the SEAS office.

It is the responsibility of the legal guardians to comply with the rules regarding the non-combination of the Chèque-Service Accueil with full-time parental leave, as defined by the Caisse pour l'avenir des enfants and available for consultation on its official website.

## D. Enrolment for the school period

### 1. Annual regular attendance sheet (Annex 1)

Your child is registered at the SEAS throughout the school year on the days and time slots indicated on the sheet "Attendance sheet".

## 2. Irregular attendance sheet (occasionally/monthly/weekly) (Annex 2)

Irregular registrations are for legal representatives who work shifts and legal representatives whose childcare needs change from week to week or month to month. You can register your child using the “*Irregular attendance sheet*” as followed:

### 2.1. Monthly schedule

The attendance schedule must be communicated **no later than the 15th of the month preceding** the registration. This deadline ensures optimal organisation of activities, meals, and supervision.

### 2.2. Changes to the monthly schedule

Changes to the schedule are **only possible in unforeseen, exceptional, or urgent situations**. In such cases, requests for changes must be submitted **no later than 9:00 a.m. on the Thursday preceding the week in question**.

➔ **Objective** = These rules are intended to ensure **greater predictability** and **enable effective planning of staff and activities** within the SEAS.

If necessary, the SEAS may request additional information.

You will receive a reply within 5 working days of submitting the form.

## 3. Modification sheet (annex 3)

For organisational reasons, all changes or cancellations must be notified in writing or by e-mail to the manager of the *SEAS Leudelange* », the 15th of the month at the latest before the following month (conditions for changes see above annex 2). After this deadline, we will not be able to take the change into account for invoicing. Requests for changes will be considered within the limits of available places.

You will receive a reply within 5 working days after submitting the modification form.

When the modification procedure is not respected, the registration periods will be invoiced in full, even if your child is not present (even temporarily).

If you don't receive a negative notice at least 5 days before the start of registration, your child will be registered for the hours indicated on the modification form.

In the event of repeated non-compliance with the initially requested attendance slots, the management reserves the right to adjust the child's registration according to actual attendance. Similarly, in order to avoid blocking time slots unnecessarily, we reserve the right to adapt the hours of attendance if we notice that you regularly cancel the same attendance slots granted to you at the beginning of the school year.

## E. The school holidays

The different services are offered every weekday during **school holidays** (except when the SEA is closed) according to the following **attendance and invoicing (for everybody) periods:**

Timetable	Monday	Tuesday	Wednesday	Thursday	Friday
07.00-08.00					
08.00-09.00					
09.00-10.00					
10.00-12.00					
12.00-14.00					
14.00-16.00					
16.00-16.30					
16.30-17.00					
17.00-17.30					
17.30-18.00					
18.00-18.30					
18.30-19.00					

Registration forms for the 2026/2027 holidays will be available from 15.09.2026.

During school holidays, some field trips may last the whole day (e.g. from 9 a.m. to 5 p.m.). In this case, children can only be enrolled for the full duration of the trip. It will not be possible to pick them up before the end of the trip nor to drop them off after the time of departure.

### 3.2. Enrolment for the school holidays

During the school holidays and on Saint Nicholas Day, the SEA remains open except for the closing weeks of the school year 2026/27). Due to the different organisation during the holidays, a separate enrolment is necessary. The enrolment forms for the school holidays will be available at the SEA from the 15<sup>th</sup> of September 2026 (Except first two weeks of summer holidays 2027)

To enrol your child, you must submit the duly completed enrolment form before the enrolment deadline. The deadline is indicated with every holiday. Enrolment requests submitted after the deadlines may not be sure. Only for urgent and duly motivated reasons and only if the facilities allow us to do so, can we accept enrolments after the enrolment deadline.

You will always receive a confirmation or refusal of your request by mail.

For organisational reasons, any modification or cancellation requests for school holiday slots must be notified to the SEA by letter or by email no longer than Friday 9.00 am before the

holiday-week. After this point, we will no longer be able to take the changes into account for the invoicing.

For the school holiday activities information's will be communicated no longer than one week before the activity. The programme of activities for the school holidays will be made available to you on the same day.

**Please note that free admission does not apply during school holidays.**

### 3. Daily schedule

#### A. Education and care

Our education and childcare facilities are places of non-formal education. In a stimulating environment, we create educational processes that enable self-determined children to play an active part in everyday life. Our places of education combine education and care.

The SEA:

- offers an environment conducive to children's social, cognitive and motor development.
- offers 'open' educational work, adapted to the age of the children, in rooms/spaces with specific functions (e.g.: construction, movement, role play, creativity, etc.) allowing the children to make their own experiences according to their interests and needs.
- encourages children to participate actively and democratically in the day-to-day running of the Education and Care Service.
- observes and documents children's progress and development.
- Screen life balance = According to the regulations of the Ministry of Education, Children and Youth, a complete ban on smartphones (including connected watches) has been introduced in education and care facilities for schoolchildren in the same way as in basic education. However, the use of digital tools is authorised in the context of educational activities that fall within the National Reference Framework for the non-formal education of children and young people, provided that these activities are supervised by supervisory staff.
- The "Zesummen Aktiv" program aims to promote and harmonize regular physical activity
  - within educational and childcare facilities for school-aged children
  - Two daily slots for physical activity are offered
  - Physical activities are structured, supervised by educational staff, and diversified to meet the development and needs of children.
  - The time slots and activities on offer are clearly defined, visible at the SEAS.

## B. Morning & evening reception

- The morning reception will take place at the Faarwekescht (2, rue du Lavoir) from 7 am.
- The evening reception will take place at the Faarwekescht (2,rue du Lavoir) from 6 pm.

## C. Food service

The catering service operates every day (Monday to Friday from 12.00 to 14.00) and remains open during the school holidays, with the exception of the four weeks it is closed.

Meals are prepared on site by a professional chef, who ensures that the children have a healthy and balanced diet. Our catering service operates under the SICONA slogan.

Natur genéissen - Home - <https://naturgeneissen.lu/fr/>

A few things you should know :

- Regional food production that protects nature and the environment.
- Sustainable food production in line with
- Natur genéissen criteria.
- Regional, seasonal, fair-trade and organic food.
- The creation of additional outlets for local farmers.
- Healthy, conscious and sustainable food for children in



The menus offered are drawn up by a dietician and chosen according to the recommendations of the Ministry of Health (frequency, quantities). The menu plan can be consulted at [www.leudelange.lu](http://www.leudelange.lu) and [www.schoul-leideleng.lu](http://www.schoul-leideleng.lu)

Children in all cycles eat under the 'self-service' system. This model allows them to organise their lunch break independently. Lunch is taken in a self-service environment at the time of the child's choosing. The Education and Reception Service educational team ensures that each child is motivated to eat a balanced lunch and supervises the activities and children.

Any food allergies/intolerances (e.g. allergies to strawberries, nuts, etc.) or dietary incompatibilities (e.g. diabetes, etc.) must be notified to us and certified by your doctor and submitted at the time of registration.

As we are unfortunately unable to provide dietetic meals or meals meeting certain medical indications, we will try, as far as possible, in collaboration with the children's parents and the dietician, to find an appropriate solution.

A snack is served between 4pm and 5pm to children attending the SEA. During school holidays, breakfast is served between 8.00am and 9.00am.

## D. Supervised study

The SEA offers supervised studies in accordance with article 2 of the amended Grand-Ducal regulation of 14 November 2013 concerning the approval to be granted to managers of an education and reception service 'supervised studies consisting of offering schoolchildren a framework conducive to carrying out homework independently, in calm conditions with minimal supervision and support'.

### Supervised studies are offered

- Mondays and Wednesdays: between 16.00 and 17.00
- Tuesdays and Thursdays: between 14.00 and 15.00

It is always possible for children to do their homework outside the supervised studies.

## E Bichelchen

“ To facilitate communication between teachers, educators and you, the parents, the Ministry has introduced a digital class diary, the e-bichelchen. The teacher enters the homework in it. Educators, parental assistants and parents also have access to it. This allows them to supervise the child, who checks off the tasks completed. “

- Which children have access to the e-Bichelchen?

In the context of homework support, access to the e-bichelchen is open to pupils from pre-school to cycle 4 in public basic schools.

- Who generates the e-bichelchen access codes ?

The teachers themselves generate the access codes for parents, educational staff and parental assistants. If the access code is lost, the teachers can generate a new one.

- How can educational staff and parental assistants access the e-bichelchen of the children they are looking after?

For each child, the educational staff of the education and care facilities and the parental assistants receive a specific access code, which allows them to access the digital class diary of the child in question. The teacher prints it out and gives it to the education and care facility or the parental assistant after your agreement

If you have any questions, please refer to the following website

<https://men.public.lu/fr/fondamental/06-aide-devoirs.html>

## F. Transition

A transition period is put in place to support the child in their move from the crèche to SEAS. This adaptation phase allows the child to gradually become familiar with the new setting, the educational team, and the environment, in order to promote a secure, reassuring, and smooth welcome.

The transition concept, as well as the arrangements for the transition phase between the crèche and SEAS, will be communicated to parents by the head of the facility during the informational meeting day, which will take place at SEAS for new children entering pre-school / Cycle 1 (C1).

## 4. Important informations

### A. Discipline

Repeated disobedience by a child, or disruptive behaviour within the group, will result in a meeting between the legal representatives and the educational staff, at which the situation will be examined in detail to understand the causes of the behaviour and to determine the necessary corrective and/or disciplinary measures.

Children attending the SEA are strictly forbidden to leave the premises without prior authorisation from their legal guardians. Legal representatives will be notified by telephone if a registered child is absent.

### B. Civil liability insurance

The SEA accepts no responsibility for the loss or damage of toys, clothes, money, mobile phones, music players/MP3s or jewellery brought in by the child. Wearing a **smartwatch** is prohibited at the SEA

Children are covered by civil liability insurance for any damage caused to a third party during all actual supervision hours while under the responsibility of the SEA.

As soon as the parents or the person designated by them are present at the SEA, they are responsible for the child(ren).

### C. Delays

If the parents are running late with regard to the time the child is enrolled for, it is very important that they notify the SEA staff. Repeated lateness will result in a systematic extension of attendance hours.

Attendance exceeding the hours that the child has been enrolled for will be invoiced.

(Précoce / school holidays)

### D. Illness

#### D.1. General terms

→ **If a child is ill, they cannot attend the SEA.** In the event of a child's illness, it is the responsibility of the legal guardians to find a childcare solution for their child.

- In the event of a medical emergency or accident, the staff reserve the right to contact a hospital or to call in the emergency services.
- In the event of illness, it is essential to notify us by telephone or e-mail on the same day.
- If the child shows symptoms of illness and/or fever, the legal guardians concerned will be asked to collect their child as soon as possible, or to entrust their child to a person authorised by them on the basis of parental authorisation for third parties (see annex 5).
- Children with contagious diseases will not be admitted to the SEA for the duration of the contagion. If your child is found to have head lice, please inform the educational team, or the Head Teacher, so that hygiene measures can be taken immediately.

Sick leave exceeding 2 days must be justified by a medical certificate and must be submitted within 5 working days.

If this procedure is followed, the hours of attendance initially planned will not be billed.

### Vaccination card

Legal representatives must ensure that the copy of the vaccination card available at the facility is always up to date. The Luxembourg Red Cross does not check vaccinations. The collection of this data is ordered by the Health Inspection Division of the Ministry of Health.

## D.2. Admission of medicine

Medicines are only administered with:

- the written consent of the parents (Annex 5) **and** a valid medical prescription.

We therefore ask parents to provide us with a medical prescription stating the exact dosage to be administered to the child as well as the duration of the treatment and to write the child's name on the medicine.

This applies to all medicines, including homeopathic ones and those available over the counter.

## D.3. Daily care

As part of daily care and in the event of a fall and/or injury, the following products may be used by educational staff:

### First-aid products:

- **Cedium spray for disinfection**
- **Arnica cream / stick for bruises and hematomas**
- **Calmiderm gel for insect bites and sunburn**
- **Flamigel for superficial burns and minor wounds**

### Daily care products:

- **Body wash gel**
- **Wet wipes**

### Occasional care products:

- Sunscreen to protect the skin from the sun



→ For your information, the presence of ticks will require the personal intervention of the legal guardians, or, where appropriate, that of a doctor.

#### D.4. Allergies/Intolerances/medical history

Please inform us of any food allergies, intolerances and/or incompatibilities (allergies to eggs, nuts, diabetes, etc.) so that we can work together to find a solution that meets your child's needs.

For children who have:	Documents to provide
Allergies/intolerances/allergen avoidance <b>without risk for an anaphylactic shock</b>	Doctor's certificate
Severe food allergies/intolerances, as well as food <b>incompatibilities that could lead to an anaphylactic shock</b>  For children with <u>specific health needs</u> (diabetes, epilepsy, asthma, heart disease, etc.),	<b>PAI</b> (Individualised Care Project) and  Emergency Action Plan to be followed in the event of a crisis  (with emergency kit ( fastjekt/epipen)

For children with special needs and/or requiring special care (diabetes, epilepsy, asthma, heart condition, etc.), it is also imperative that the PAI (individualised reception project), which must be accompanied by the **Emergency Action Plan (Plan d'action d'urgence)**, be completed by your GP and submitted when you register with our Education and Reception Service.

An update or cancellation of the PAI must be submitted to the SEA without delay.

"It is important to note that it is the parents' responsibility to monitor changes in their child's health and needs. It is the sole responsibility of the parents to provide the halfway house at all times with a PAI adapted to the child's needs. The Maison Relais will always apply the most recent PAI provided by the parents and declines all responsibility in the event that this PAI is no longer appropriate".

Failure by legal representatives to share information about their child's state of health can delay admission.

#### E. Taking and publishing pictures (Annex 8)

We ask you to complete the form "*Authorisation for taking and/or publishing pictures (photographs or videos)*" to give your consent to the taking and publication of pictures.

#### F. Authorisation for activities outside the SEA

Parents hereby agree that their child may participate in all activities and leave the premises under supervision on foot, by private car, bus or public transport. In the event of an excursion abroad, the parents agree to provide a "parental authorisation" established by the municipal administration.

## G. Declaration of changes in personal data

Any changes to personal data must be notified in writing to the SEA manager.

The following changes must be notified:

- address in the event of a move,
- telephone number,
- employment situation (hours worked per week),
- child's state of health,
- change of bank account,
- etc.

The SEA undertakes to change your details as soon as possible.

## 5. Important information

Termination of the child's registration with SEAS must be notified in writing to the person in charge at least one month before it takes effect (Annex 12).

## 6. Rates

### A. Financial contribution of parents to SEA operating costs

The legal representatives' financial contribution is determined using the 'childcare-service voucher' system.

It is calculated on the basis of the financial and family situation of the legal representatives and on the official rates proposed by the Ministry of Education, Children and Youth.

A series of measures to provide partial free tuition and reduce costs for legal guardians have been in force since September 2022. These measures are designed to facilitate access for all children to quality supervision and non-formal education.

Details of free childcare and meal prices can be found on the website of the Ministry of Education, Children and Youth, hereinafter the 'MENJE'.

<https://guichet.public.lu/fr/citoyens/famille-education/enseignement-fondamental/cheque-service.html>

<https://men.public.lu/fr/systeme-educatif/enfance/02-gratuite.html>

Free admission is only applicable outside of school holidays and only with a Chèque-Service Accueil contract, hereinafter referred to as a "CSA contract," for school-aged children (with the exception of children attending early childhood education).

Any attendance during school holidays will be billed according to the terms of the CSA contract.

Legal guardians must sign up for a service voucher contract for their child in order to benefit from partial or total financial assistance from the government. You can sign up for a service voucher contract at your local town hall.

Membership of the service voucher scheme must be active before the child's first day at the SEA. The childcare service voucher contract is valid for one year. The legal representatives are required to renew the contract on time.

At the request of the legal representatives, a certificate to be attached to the tax return will be given to them by the SEA manager.

## B. Invoicing

Registration periods are always invoiced in full, as is all attendance beyond the registration period. ( for children attending the early learning centre )

As mentioned above, all attendance during the school holidays is billed according to the rates set out in the CSA contract. ( for all children )

Any absence during the school holidays will be billed according to the time slots booked.

In the event of illness during or outside the school holidays, the absence will not be billed unless a medical certificate is provided and handed in within 5 working days.

## C. Reminder

The due date for payment of any invoice is 30 days.

After this deadline, a reminder letter is sent to the legal representatives by the Luxembourg Red Cross accounts department.

As from the 3rd reminder, a formal notice procedure will be launched by the accounts department.

However, in the event of payment difficulties, we invite you to make an appointment with the SEA manager to inform him/her of the situation and to find an amicable arrangement to avoid any proceedings before the justice of the peace.

## D. Exclusion for repeated non-payment

In the event of repeated non-payment of invoices, the SEA reserves the right to exclude a child temporarily or permanently with 3 months' notice in accordance with the termination clause in point IV. Termination of these Internal Regulations.

## E. Direct debit order (annex 6).

To facilitate the payment of your invoices and to avoid any default, we recommend that all monthly payments be made by SEPA direct debit order (Annex 6).

To do this, please fill in the form legibly, sign it and attach it to the enrolment form.

The direct debit order must be completed and signed only once , as well as your bank account details. (RIB); it remains valid until revoked.

If you have already signed a direct debit order, you do not need to renew it, unless your bank details have changed.

The Luxembourg Red Cross presents the amount due for payment to your bank on the last working day of the month. Your bank, without any action on your part, will debit the amount from your bank account.

You are entitled to reimbursement by your bank under the conditions set out in the agreement you have signed with it.

Any request for reimbursement must be made within 8 weeks of the date your account is debited. All you must do is send your creditor ID to your banker. The ID consists of your customer number and the letters DOM shown on the invoice.

## F. Re-Invoicing

**If an invoice is incorrect due to an error on our part:** (e.g. wrong number of hours of supervision), a dispute can be submitted to the manager of the SEAS. The deadline for submitting an objection is 6 months and the deadline for reimbursement can vary between 1 and 3 months.

Re-invoicing requests for invoices from the previous year must be submitted no later than 15<sup>th</sup> March of the current year. After this date, we will only accept re-invoicing requests for current year invoices.

**In the case of an error on your part:** In the event that the CSA card has not been renewed in time (expiry) and an invoice has been issued at the full rate, a request for re-billing is possible.

To do this, please contact the manager of the creche to submit a request to the MENJE. Each invoice may be the subject of a request for retroactive reimbursement for a maximum of 12 months.

We remind you that a rebilling request may concern a maximum of the last 3 consecutive invoices and must be submitted by email to [relais.leudelange@croix-rouge.lu](mailto:relais.leudelange@croix-rouge.lu)

## G. Tax certificate

At the written request of the legal representatives, a certificate to be attached to the tax return will be issued by the SEA office.

## H. Termination of enrolment

The contract is terminated with one month's notice, by registered letter with acknowledgement of receipt or by hand-delivery to the manager.

## Summary of Annexes

1. Attendance Sheet
2. Modification sheet
3. Parental authorisation for third parties
4. Parental authorisation “Trips to and from the SEA – Home”
  - 4.a. Parental authorisation CYCLE 1 “Trips to and from the SEA – Club”
  - 4.b. Parental authorisation CYCLE 2 “Trips to and from the SEA – Club”
  - 4.c. Parental authorisation CYCLE 3.1 “Trips to and from the SEA – Club”
  - 4.d. Parental authorisation CYCLE 3.2 “Trips to and from the SEA – Club”
  - 4.e. Parental authorisation CYCLE 4 “Trips to and from the SEA – Club”
5. Parental delegation of an act of assistance
6. Direct debit order
7. Termination of enrolment form
8. General notice on the protection of personal data
9. Information on the processing of personal data in form of pictures (photos and videos)  
taken by the Luxembourg Red Cross
10. Authorisation for taking and/or publishing pictures (photos and videos)