2020-2021 APEEEL2 Periscolaire Terms & Conditions

APEEEL2 Periscolaire activities are reserved for the children of the European School of Luxembourg II, irrespective of whether they attend CPE or not. This year, due to the sanitary measures in place, we regret we cannot accept any pupils from the European School of Luxembourg I.

- **APEEEL2 Membership** is mandatory prior to making any Periscolaire reservation.

- **To comply with the sanitary measures put in place** within our School, we will endeavour to keep all pupils in "bubbles" (per level) as much as possible. Therefore, our Periscolaire activities will be proposed by school level whenever possible. We understand that this will inevitably cause some frustration among the pupils who will not be able to continue their activity from last year, such as Judo, Cooking … However, our small team has worked very hard to try and maintain the widest possible variety of activities given the current situation, thus limiting the number of new activities to only one this year in *Entrepreneurship*.

- **No parent will be allowed in any of the School buildings** in compliance with the School sanitary measures,

- **The sanitary measures in place are specific to each activity** and are detailed in the activities 'descriptions on our Periscolaire website.

- **The Accompaniment Service (AS)**
  As per previous years, the Accompaniment Service in **only available for pupils attending CPE** as the children are accompanied by an APEEEL2 staff between CPE and their activity. Previously only available to Nursery pupils, it will now be extended to P1 pupils for some of the P1 activities. Please see all details in the *Accompaniment Service* section below.

- **Late collection of children at the end of the day**
  If you are more than 10 minutes late collecting your child at the end of the day, you MUST , please contact our main Periscolaire coordinator Mr Yann GENDRON on (+352) 621 169 308. Repeated instances of late collection of your child, may result in the exclusion of your child from his/her activity/ies.

- **New Surveillance Service for Primary pupils not attending CPE to replace "Waiting Areas"**
  A *Surveillance Service* replaces previous "waiting areas" for Primary pupils.
  While waiting for their activity to start at the end of school day, or between activities, **pupils (nor their parents) will not be allowed anymore to stay in previous "waiting areas" at the School, or any other area in the School buildings.**
  There are now only **2 possibilities** for pupils not attending CPE and having to wait for the start of an activity:
  1) Pupils leave the school after school ends and come back later at the start of their activity.
  2) Pupils will be collected in the Primary playground by an APEEEL2 employee and will be taken to the *Surveillance Zone* organised by APEEEL2 to wait for the start of their activity.
  More details on this service in the *Surveillance Service* section below.

I. General rules

1. All pupils must observe the general school rules and behave in an appropriate manner during their participation in all extracurricular activities.
2. Food may only be consumed in places authorised by the School.
3. If an activity session is cancelled by APEEEL2 or by the monitor for any reason, the pupils will be notified in advance.
4. Personal information required for registration purposes will not be divulged by APEEEL2 without permission.
5. If a pupil is absent for his class, we kindly ask the parent to inform the instructor and APEEEL2 as soon as possible.
6. A minimum number of participants is required for each group activity. If this number is not reached, APEEEL2 reserves the right to cancel the activity.

II. Enrolment procedure

1. Enrolment is only available via the APEEEL2 extracurricular activities website https://periscolaire.apeeel2.lu/
2. All payments must be made online by credit card using the 3D Secure technology. A confirmation will be sent to you by E-mail.
3. Once a course is full, a waiting list is automatically operated by our systems. We cannot communicate on parents' position within the waiting list. If a space subsequently becomes available, or if a duplicate course is opened, the parents who are on the waiting list will have priority for inscription.
4. If places are available, late inscription may be possible. In all such cases please contact the APEEEL2 secretariat. The fees may be prorated.

III. Registering all your children (inc. Class level)

1. Using the menu at the top of the screen:
   Go to ***Parent → Children Management → New or Edit***
2. Enter/edit your child's details as required. Please ensure you **enter/update their class level (cycle)** as, this year, activities will be proposed per class level as much as possible, to respect the sanitary bubbles setup by the school.
   Click on ***Save changes.***
3. Repeat the procedure for each child.

IV. Waiting lists

Some activities are very much in demand and the number of participants is limited due to security and logistic constraints within our School. We are therefore advising all parents to book as soon as the reservations open.

If an activity is full

The *Register* button will be replaced by a ***Waiting List* button**. This list is managed automatically by our systems, and parents who have clicked on this button will be automatically notified by email if a place becomes available.

Position on a Waiting List

APEEEL2 will not communicate on parents 'position on the waiting list.

Confirming a reservation on Waiting List

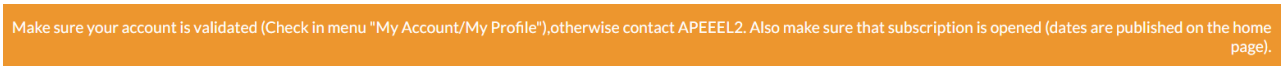
Upon receipt of the notification email, and not before, you can validate your reservation if you are still interested. **You must pay for your reservation within 24 hours, otherwise the place will be offered to the next person on the waiting list.** Past 48 hours, without a payment, the place will systematically and irreversibly be cancelled.

V. Group activities

Viewing Group Activities

As soon as our activities are published on our Periscolaire website, you can search using various filters, whether your account has been validated or not. To make a reservation, your account will need to be validated by our team (APEEEL2 membership is mandatory prior the validation of your account)

1. Using the menu at the top of the screen:
   Go to **P*arent →Subscribe to a Course***
2. Use the filters ***Type***, ***Cycle*** and/or ***Day of the week*** and click on the ***Search*** button to view the activity/ies of your choice.
3. Click on the button ***View and Subscribe*** next to an activity to view all details about this activity.
4. At the bottom of the screen, a message may indicate that the activity is not yet open. IF YOU STILL HAVE THIS MESSAGE ONCE THE ACTIVITY HAS BEEN OPENED, YOUR ACCOUNT IS NOT VALIDATED.



Making a reservation – Registering/Waiting list

1. Further to the steps above, open the activity you want to book.
2. If the activity is open (check published schedules) and your account has been validated, the ***Register*** button will be displayed if there are still places available on the activity.
   Click on the ***Register*** button to make your booking.
3. If the activity is full, the ***Waiting List*** button will be displayed instead. Please click on it if you want to add your child to the waiting list. Depending on the activity the number of places available in the waiting list may vary. If the Waiting list button is not showing, the waiting list is also full.

Paying for your reservation

1. Go to *your Basket* where you will find all your selected activities → *Pay.* Please note that you must use a **3D Secure credit card**. Please contact your bank directly for any queries on the 3D Secure technology.
2. Once you have completed the enrolment process including payment for your selected activities, you will receive a confirmation email detailing your reservation(s).

VI. Requesting & paying for Music Private Lessons

1. Ensure all your children are correctly registered (see details in the *Registering all your children* section.)
2. Using the menu at the top of the screen
   Go to: ***Parent→ Private lessons→ View and Subscribe***
3. Select a lesson *Type*, a *Day,* and the required lesson *Duration*. Even though you cannot specify exact timings, you can mention your preferences in the *Comment* field.
4. Your request will automatically be sent to the monitor
5. The monitor will reply to you by email and confirm his/her availability with the exact proposed lesson timing.
6. At this stage, you will receive a message to finalise the enrolment process by proceeding with your payment **WITHIN 24 HOURS**. Please note that you must use a **3D Secure credit card**. Please contact your bank directly for any queries on the 3D Secure technology.
7. Once your payment has been validated, you will receive a final confirmation with the details of your reservation.

General rules for Private Lessons

1. Under normal circumstances, lessons should always take place at school. In all cases of a school closure, lessons will be proposed online by the instructor and no refund will be granted for missed lessons.
   In case of a pupil being ordered to quarantine and only if the instructor has been informed at least 24 hours prior to the start of the lesson, the lesson may be recovered during the Recovering week at the end of the semester.
2. Pupils are expected to bring their own instrument (except piano, percussion).
3. The possibility of external examinations should be seen with the monitor. A specific payment may be required.
4. Monitors will recommend appropriate music scores. These must be purchased separately by the parents of the pupils.
5. If the monitor is absent, lessons should be recuperated according to mutual agreement between the monitor and the parent.
6. Except for duly certified medical reasons, a maximum of three absences are allowed per pupil/per class/per year (see refund policy).

In the event of foreseeable absence by the pupil (for example school trips etc…) please notify the instructor and APEEEL2 as early as possible, at the minimum **24 hours prior to the absence**, in order to allow for recovery of the lesson. Recovery of the lesson is at the discretion of the instructor.

7. In the event of withdrawal by a pupil during a term, no refund will be made for that term unless there are exceptional medical circumstances.
8. Provided a minimum of two weeks' notice is given before the end of the first semester, pupils can retain their time slot for the second semester, even though a new reservation will need to be booked and paid for at the opening of the reservations for the second semester. We strongly encourage parents to let the instructor know as soon as possible if a pupil does not want to continue with his/her lessons in the second semester.
9. **Calendar for private lessons**:
    - First semester starts on Monday 28 September until 29 January 2021
    - Recuperation week from 01/02/20 until 04/02/2020
    - Second semester starts on Monday 8 February 2021 until 11 June 2021
    - Recuperation week from 14/06/21 until 18/06/21

VII. Accompaniment Service

Description of the service

This service in only available to pupils attending CPE needing accompaniment to a group activity at Lux 2 – not for any private lessons. An APEEEL2 Coordinator/ Monitor/ Accompanist will pick up the child at the indicated time at CPE, and will bring him/her back to CPE after the group activity**.**

Please note that due to limited resources, this service is only available for Nursery activities, but has been extended this year to some P1 activities.
If the service is available, it is clearly indicated in the activity description.

Enrolling to the Accompaniment Service

1. The cost of this service is 150 euros per school year, per child, per activity.
2. Please note that **places in the Accompaniment Service are limited** due to staff constraints. The service must be reserved online on our Periscolaire website, at the same time as the activity.
3. The Accompaniment option will only be available within the activity screen if accessible. (at the bottom right hand side corner). Please remember that **not all activities offer this service.** If the accompaniment option is only available *on waiting list*, this will be clearly indicated. If the accompaniment option is *not available at all*, either the service is full (the waiting list is also full) or the chosen activity does not offer this service.
4. **No refund** will be granted towards the cost of the activity past the cancellation deadline on ground of a child still on waiting list for the Accompaniment Service.
5. Please enter the *Name of your child's CPE teacher* and his/her *CPE Classroom number.*

6. **Your child will not be collected from CPE unless your complete the CPE Authorisation Form using the application E-KidREg** https://webgate.ec.europa.eu/ekidreg/ **.** CPE must indeed have an authorisation form duly completed by the parents, to allow any child to leave their premises.
    - **APEEEL2 does NOT have access to E-KidREg**. Please contact CPE directly for all queries relating to this application or the CPE authorisation form.
    - Please ensure you know **the name of the CPE monitor and the room number** where your child needs to be collected, as both information will need to be provided when completing the authorisation form.
7. **In case of urgency such as being late collecting your child**: you can contact our main Periscolaire coordinator, Mr Yann GENDRON on **(+352) 621 169 308 or** yann.gendron@apeeel2.lu

VIII. Surveillance Service for Primary pupils not attending CPE

A Surveillance Service replaces previous "waiting areas" for Primary pupils
While waiting for their activity to start (at the end of school day or between activities) pupils (and their parents) will not be allowed anymore to stay in previous "waiting areas" at the School, or any other area in the School buildings on their own.

As we understand the difficulties faced by parents of children not attending CPE, we have decided to create a new *Surveillance Service* for P1 to P5 pupils not attending CPE. The Surveillance Service will be a dedicated classroom, where pupils will be allowed to wait between the end of their school day and the beginning of their activity under the responsibility of an APEEEL2 staff, **but only for activities starting between 13:00 and 15:30.**

1. **If your child does not attend CPE and you cannot supervise him/her outside of the School buildings while waiting for the start of his/her activity, this service is mandatory for your child to attend the activity.**
2. Due to administrative constraints, pupils **will not be allowed to return to the Surveillance Zone** at the end of their activity, and therefore MUST be collected by their parents. Exceptions will only be made in case of a pupil needing to wait for another activity on the same day.
3. Children will need to bring their own food (meals/sandwiches, snacks, and drinks) as required.
4. **Places to the Surveillance Service are limited, only available for some activities and will need to be reserved at the same time than your child's activity**. More details on the sanitary measures in place in the Surveillance Zone will be published on our Periscolaire website. A fee will be charged per child per day, to enable us to cover for the added cost of the APEEEL2 staff responsible with the surveillance.
5. **The Surveillance Service is NOT a garderie service, so we cannot accept pupils whose activity starts after 15:30.** APEEEL2 had to make decisions very quickly on how to setup and run this new service, as a result to the new restrictions imposed by the School restricting parents' access to the buildings. However, APEEEL2 does not have the infrastructure to

welcome pupils in good conditions for more than 2 hours. Indeed, due to the sanitary restrictions, pedagogical material to keep pupils busy are very limited. In case of pupils' activity starting late, such as 16:40 on a short day, parents will need to organise themselves to collect their child from School at 13:00 and bring their child back to School at 16:40 for the start of the activity.

IX. Cancellation & Refund policy for all activities

Cancellation of a reservation by a parent

Parents can cancel any reservation for group activities, music private lessons & accompaniments at any time in their PAMS account using **Parent menu – Payment**.

1. Cancelling a reservation as soon as possible in PAMS will free the space for another child who may be waiting for a place on the waiting list.
2. Parents are encouraged indicate the reason for the cancellation (instructor, planning etc..) to help us improve our future service and organisation to our school community.

Cancellation of a reservation by APEEEL2

1. In case of exceptional reasons
2. If a course does not reach the minimum number of participants.
3. In the event of a pupil's expulsion from the activity for misbehaviour.

Refund policy

Refunds are processed by the Christmas holidays at the latest, directly on the credit card used for the payment of the reservation. The refunded amount will not show directly on parents' bank statements, but instead on their credit card's statement.

1. **Full refund will be granted to Parents in the following case:**

The reservation has been cancelled by APEEEL2 in case of exceptional circumstances and if a course does not reach the minimum number of participants.

2. **Partial refund* will be granted to Parents in the following cases:**
   - Parents have cancelled the reservation/s in their PAMS account before **the deadline of Monday 26 October 2020 at 17:00**. Past this date and time, no refund will be granted, including on grounds of parents' medical, personal, or technical issues. Exceptions will be made for pupils with medical certificates of long duration (see below).
   - In exceptional cases for children with a medical certificate of long duration.

3. **No refund will be granted in the following cases:**
   - In case of a pupil's expulsion from the activity for misbehaviour.
   - If the reservation has not been cancelled by the Parent in his/her PAMS account before the deadline of **Monday 26 October 2020 at 17:00** and the child does not have a medical certificate of long duration.

- Occasional absences, either by pupils or instructors. For music private lessons, a *Recovering Week* is scheduled during each semester.
- If the accompaniment service is not available or still waiting list and the activity has been reserved. Parents must cancel the reservation in their PAMS account before the deadline of **Monday 26 October 2020 at 17:00** to qualify for a partial refund for the activity.
- **If a pupil is booked on an activity with a cycle (class level) which is different from the pupil's class level at school, Parents must cancel the reservation in their PAMS account before the deadline of Monday 26 October 2020 at 17:00 to qualify for a partial refund for the activity.**
- Under normal circumstances, Music private lessons should always take place at school. In all cases of a school closure of more than one day, lessons will be proposed online by the instructor and no refund will be granted for missed lessons.

*****: an administrative fee of 30 euros per cancelled group or private activity, to a limit of 150 euros - will be retained by APEEEL2.

X. Security

1. APEEEL2 is not responsible for unsupervised pupils (other than in the Surveillance classroom for pupils who applied to the Surveillance service and the Accompaniment Service), either before or after the activities, and hereby declines all responsibility for unsupervised pupils.
2. For the duration of the activity session, the course supervisor assumes all responsibility for surveillance. Regarding the Surveillance Service, the supervisor assumes all responsibility for surveillance from the time pupils arrive at the dedicated meeting point in the playground until the time they leave the Surveillance classroom to start their activity.
3. It is important that pupils arrive on time and are collected punctually at the end of the activity session.
4. To avoid inconveniencing other activities, children must not enter rooms early, or leave late.
5. Students must never enter the classrooms before the course supervisor arrives.
6. Valuable objects should not be left in the cloakrooms/changing room as APEEEL2 will not be held responsible for any loss.
7. Pupils must always respect the new sanitary measures in place when attending their activity. These new measures are detailed in the activity description on the Periscolaire website.
8. **When booking an activity for their child, due to sanitary measures needed to respect the social bubbles implemented by the School, parents must ensure that the restricted targeted cycle (class level) indicated in the activity matches the class level of their child in the current school year. APEEEL2 will cancel registrations for pupils whose class levels do not match the targeted cycle of the activity they are enrolled into.**

XI. In case of an accident

1. Participating pupils are insured against accident under the School scheme.
2. In case of emergency, course supervisors or APEEEL2 representatives will act in loco parentis.
3. **Parents must inform APEEEL2 of all relevant health issues prior to registration. In certain circumstances, APEEEL2 reserves the right to refuse a registration.**

In Luxembourg, every pupil is first covered by the national accidents insurance system, the AAA. The accidents insurance policies taken out by the school are only complementary to the overall scheme. So, be it a pupil of Lux 2 or Lux 1, the AAA is the first insurance policy to be applied, followed possibly by the school's one.

Normal procedure in the case of an accident within school premises:

1. Go to the school infirmary and collect the AAA Accident Declaration Form.
2. At the hospital or the doctor, please ensure you declare that the accident happened within the school premises and hand out the form received at the infirmary. This will ensure the hospital, or the doctor knows that all invoices must be sent directly to the AAA, and parents should not receive any payment reminders.
3. Complete the AAA Accident Declaration Form with the doctor and hand it back to the School infirmary.
4. If AAA accepts the declaration as an accident, all invoices will automatically and entirely be paid by AAA. Otherwise, parents will have to pay for all invoices themselves, and apply for a reimbursement from the "Caisse de Maladie" in the first instance. Subsequently, reimbursement may be obtained from subsidiary insurances.

Important:

- **For an EU "Caisse de Maladie",** do not forget to cross out the box « accident » in the reimbursement form, because the school will thus receive a calculation of what has been reimbursed. If it is not entirely reimbursed, the school will forward the calculation to the School insurance company (jointly with the accident declarations).

- **For the "CNS Caisse"**, please send the reimbursement query to CNS and hand out the receipt to the infirmary, so that it can be forwarded to the School insurance company (jointly with the accident declarations).

XII. Booking activities at Lux I

Parents can enrol their children to participate in activities at Lux 1 if they are APEEEL2 member and up-to-date with their membership fee for the school year.
To check the available activities at Lux1, and their calendar (opening of the reservations and start of activities), please visit APEEEL1 Periscolaire website on **https://periscolaire.apeeel1.lu/.**

XIII. Data Protection

Your personal data will be treated with the upmost confidentiality and according to the current legislation in data protection. In accordance with the current legislation, you are entitled to a right of access and correction of your personal data. If you would like to exercise this right, please contact us by e-mail on office@apeeel2.lu.
APEEEL2 may however disclose personal information on its members if officially instructed by the Luxembourg authorities.

XIV. How to contact us

We strongly encourage all parents to regularly visit our website on **www.apeeel2.lu** for all APEEEL2 news and updates.

☎ **Secrétariat (+352) 273 224 5127** **Periscolaire (+352) 273 224 5126**

@ **Secrétariat: office@apeeel2.lu** **Periscolaire: periscolaire@apeeel2.lu**