

APEEEL2 Periscolaire (extra-curricular) Terms & Conditions 2023-2024

APEEEL2 Periscolaire activities are reserved for the pupils of the European School of Luxembourg II of categories 1, 2 and 3, irrespective of whether they attend CPE (*Centre pour l'Enfance*) or not.

General rules

1. **APEEEL2 Membership** is mandatory prior to making any Periscolaire reservation –more information on <https://www.apeeel2.lu/apeeel2-membership/>
2. **Conditions for booking any Periscolaire activity:** your **PAMS account** must be validated, and both your **parent and children 's profiles must be up to date**. You will not be able to book an activity for your child if his/her profile is not up to date in PAMS. In this case, check the message/s at the top of the screen after you login to your PAMS account, and follow the displayed instructions – more information on <https://www.apeeel2.lu/updating-your-apeeel2-profile/>.
3. **Children with specific needs or allergies** are welcome to all our Periscolaire activities and related services. However, it is IMPERATIVE that parents contact our Periscolaire team at least one week prior to the start of the child's activity for all logistical procedures to be put in place.
For children with allergies, APEEEL2 will need to be included in **the child's PAI** (*Plan d'accompagnement individualisé*) before he/she can join his/her activity.
4. All pupils must observe **the general School rules** and behave in an appropriate manner during their participation in all extracurricular activities.
5. **In case of a pupils' inappropriate behaviour**, parents will receive a warning and APEEEL2 may decide to exclude the concerned pupil from the activity/ies on a temporary basis, or for the entire school year without any right for a refund.
6. **Food** may only be consumed in places authorised by the School.
7. **Parents and children's personal information** required for registration purposes will not be divulged by APEEEL2 without permission.
8. **If an activity session is cancelled by APEEEL2** or by the instructor for any reason, parents will be notified by email as far in advance as possible.

9. **If a pupil is absent** to his/her activity, we kindly ask parents to inform the instructor and our Periscolaire team on periscolaire@apeeel2.lu as soon as possible.
10. **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 and refund parents.
11. **Parents are not authorized to access any of the School buildings** in compliance with the School security policy.
12. **Exit points from** the School buildings when attending Periscolaire activities:
 - Pupils attending activities in the Nursery building and not returning to CPE must exit from the main entrance of the Nursery building.
 - Pupils attending activities in the Primary building or the Sports halls and not returning to CPE must exit from the main entrance of the Primary building. Please note there is no exit directly from the Sports halls.
 - Secondary pupils attending a sport activity can exit from the Administrative building.
13. **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** 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 without a right for refund.

Enrolment procedure

1. Enrolment to group activities, private music lessons and services related to Periscolaire (Accompagnement & Accueil) are only available via **PAMS**, the APEEEL2 extracurricular activities website on <https://periscolaire.apeeel2.lu/>
2. Once a course is full, a **waiting list** is automatically operated by our system. 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, according to their position on the list.
3. **Late reservations** may be possible if places are still available for the required activities or services. In this case, **pro-rata tariffs** are offered, but only for the period of January until the end of the school year.

Group activities - How to search & book

1. Searching - also available to non APEEEL2 members

As soon as our Periscolaire Program summary is published on our webpage <https://www.apeeel2.lu/activites-periscolaires/>), you can search for activities, using various criteria (days, class level etc...)

Searching for activities directly in PAMS will additionally allow you to view **the full descriptive of the activities**. In PAMS, you can use various filters - whether your account has been validated or not.

- Login to your account in PAMS on <https://periscolaire.apeeel2.lu/>
- Using the menu at the top of the screen: Go to Parent → *Subscribe to a Course*
- 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.
- Click on the button *View and Subscribe* next to an activity to view all details about this activity.

2. Booking / Registering on a waiting list – only for APEEEL2 members

- To book any Periscolaire activity:
Your PAMS account must be validated, and both your parent and children's profiles must be up to date ie you will not be able to book an activity for a child if his/her profile is not up to date. In this case, please check the message/s at the top of the screen after you login to your account, and follow the displayed instructions – more information on <https://www.apeeel2.lu/updating-your-apeeel2-profile/>.
- 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 OR YOUR PARENT AND/OR CHILD'S PROFILE IS NOT UP TO DATE.
- **Once reservations are open** (please check the published schedule), the *Register* button will be displayed at the bottom right-hand side of the screen only if there are still places available for your selected activity. Click on the *Register* button to make your booking.
Some activities are very much in demand and the number of participants is limited due to security and logistic constraints within the School. We are therefore advising all parents to book as soon as the reservations open. You will receive a confirmation email on your main email address (as

indicated in your PAMS account) for each reservation, including the deadline for making your payment and validate your booking.

You must pay for your reservation within 48 hours, otherwise the place will be offered to the next person on the waiting list.

- 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 added their child on a waiting list will be automatically notified by email if a place becomes available for the activity. Please note that APEEEL2 will not communicate on parents' position on the waiting list.

If the *Waiting list* button is not showing, the waiting list is also full.

- **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 48 hours, otherwise the place will be offered to the next person on the waiting list. This means that past 48 hours without a payment, your reserved place will systematically and irreversibly be cancelled.

3. Paying for your reservation

- a. You can view all the activities you have registered to (except for the ones in waiting list) in your **basket (Go to basket)**. You have **48 hours to proceed to payment once you have made a reservation**. Past this delay, your reservation will be cancelled, and your place will be offered to the next child on the waiting list for this activity.
- b. **All payments must be made online by credit card** using the 3D Secure technology.
- c. **To proceed to payment:** Go to your Basket → *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 and in case of any issue with your card.
- d. Once you have completed the payment process, you will receive a **confirmation email** on your main email address (as indicated in your PAMS account) with the details of all your validated reservations.
- e. Starting from this year, **the Ceramic Workshop activity (poterie) must be booked for the entire school year**. Cost indicated in PAMS is therefore for the entire school year.
However, parents will have the possibility to either pay the full amount

at the time of booking, or request to pay in **3 equal instalments** on the following dates: 13/09/23, 14/11/2023 and 16/01/2024. Parents choosing to pay in 3 instalments will receive an email to remind them to proceed to payment with 72 hours on the 2nd and 3rd instalment date. Failure to do so will incur the cancellation of the booking and the place being offered to another child.

Registering & paying for Music Private Lessons

- **To book any Periscolaire activity:**
Your PAMS account must be validated, and both your parent and children's profiles must be up to date ie you will not be able to book an activity for a child if his/her profile is not up to date. In this case, please check the message/s at the top of the screen after you login to your account and follow the displayed instructions – more information on <https://www.apeeel2.lu/updating-your-apeeel2-profile/>
- 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 OR YOUR PARENT AND/OR CHILD'S PROFILE IS NOT UP TO DATE.
- Using the menu at the top of the screen Go to: **Parent → Private lessons → View and Subscribe**
- 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.
- Your request will automatically be sent to the instructor.
- The instructor will reply to you by email and confirm his/her availability with the exact proposed lesson timing.
- At this stage, you will receive a message to finalise the enrolment process by proceeding with your payment **WITHIN 48 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.
- Once your payment has been validated, you will receive a final confirmation with the details of your reservation.

General rules for Private Lessons

- Starting this school year, **private music lesson can only be booked for the entire school year**. Cost indicated in PAMS is therefore for the entire school year. However, parents will have the possibility to either pay the full amount at the time of booking, or request to pay in **3 equal instalments** on the following dates: 12/09/23, 14/11/2023 and 16/01/2024. Parents choosing to pay in 3 instalments will receive an email to remind them to proceed to payment with 72 hours for the 2nd and 3rd instalment date. Failure to do so will incur the cancellation of the booking and the place being offered to another child.
- 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.
- Pupils are expected to bring their own instrument (except piano, percussion).
- The possibility of external examinations should be seen with the instructor. A specific payment may be required.
- Instructors will recommend appropriate music scores. These must be purchased separately by the parents of the pupils.
- **Instructor's absence:** If the instructor is absent, lessons should be recuperated according to mutual agreement between the instructor and the parent.
- **Pupils' absence:** Except for duly certified medical reasons, a maximum of two 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 48 hours prior to the absence, to allow for recovery of the lesson.
In case of sickness, please notify the instructor at least 24 hours in advance.
- **Two weeks of recuperation** are planned for each school year, respectively on the week starting on 05/02 and the week starting on 17/06/2024.
A maximum of one missed lesson can be recuperated on each week.
- In the event of withdrawal by a pupil during the school year, no refund will be made unless there are exceptional medical circumstances.

Periscolaire Services: Accompaniment Service & Accueil Periscolaire

"Accompaniment Service" for Nursery pupils attending CPE

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

Exception: Nursery pupils not attending CPE and registered to sports activities in the Sports building must register to the Accompaniment Service for security reasons.

- **Cost:** 170 euros per school year, per child, per activity.
- Please note that places for 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.**
- The Accompaniment option will only be available within the activity screen if accessible. (at the bottom right hand side corner): If the Accompaniment Service is only available on *waiting list* for your selected activity, this will be clearly indicated. If the Accompaniment Service is not available at all for your selected activity, the service is full.
- **No refund** will be granted towards the cost of the activity on ground of a child still on waiting list for the Accompaniment Service past the group activities cancellation deadline of 18/10/2023.
- **IMPORTANT:** Please ensure you know the name of your child's CPE teacher and his/her CPE classroom number as this will need to be provided when booking the Accompaniment Service in PAMS.
- **Parents will also need to complete the CPE Authorisation Form using the CPE application e-KidWeb** on <https://webgate.ec.europa.eu/ekidweb>
For information on how to complete this form: [eKidWeb help \(europa.eu\)](https://webgate.ec.europa.eu/ekidweb/help).
Your child will not be collected from CPE by our team unless you complete the CPE Authorisation Form. APEEEL2 does NOT have access to e-KidWeb and all concerned parents must contact CPE directly for all queries relating to this application or the CPE authorisation form.

- **In case of urgency** (for example, being late to collect your child): you can contact our main Periscolaire coordinator, Mr Yann GENDRON on (+352) 621 169 308 or by email on yann.gendron@apeeel2.lu

"Accueil Periscolaire" for Primary pupils not attending CPE

To comply with the School security policy, parents are not allowed in any of the School premises and Primary pupils are not authorised to stay unsupervised in any part of the School premises between the end of class and the beginning of their activity.

- All Lux2 primary pupils (from all categories) with no access to CPE, **and** participating in our activities, are allowed to register to our *Accueil Periscolaire*. As part of this service, they will and be taken in charge from the end of the school day by qualified and experienced educators as follows:
 - **Pupils will be accompanied** from the Primary playground to the *Accueil Periscolaire* classrooms located in the Nursery building.
 - **Lunch is provided on short days:** Pupils are provided with a lunch by Sodexo on Tuesdays, Thursdays, and Fridays. There is no possibility for pupils to be *tartinists*.
 - **Snacks (provided by Sodexo) are provided every day** including Mondays and Wednesdays.
 - **While waiting for Periscolaire activity**, pupils will be able to do their homework or creative activities, play games or even play outside under the supervision of our educators.
 - **Going to Periscolaire activities:** Pupils will walk unaccompanied to their Periscolaire activities through playground areas. They will be reminded by our team to go to their activity in due time.
- **After Periscolaire activities:**
 - Pupils have the possibility of going back to *Accueil Periscolaire* until 18:00. Parents can pick up their children either after the activities or at 18:00 at the latest.
 - Pupils also have the possibility to leave at 16:45 to take school buses (please note that on Tuesdays, only navettes are running at 16:45)
- Places to the "Accueil Periscolaire" service are limited.

How to enrol

- Registrations for Accueil Periscolaire will start this year before the Periscolaire activities registrations on **Friday 08/09/23 at 12:30**.
- The number of places is limited but this is important to also register on the waiting list. It will help APEEEL2 to better evaluate the needs.
- Please note that this service is only available for APEEEL2 members.
- **2 options are available for registration:**
 - Option A: 5-day package from Monday to Friday. Monday & Wednesday from 16:30 until 18:00 / Tuesday, Thursday, and Friday from 12:45 until 18:00.
 - Option B: Registration per day is only available for Tuesdays, Thursdays, and/or Fridays from 12:45 until 18:00.
- Once your place is secured for the Accueil Periscolaire, you must register your child to Periscolaire activities. Please look at the Periscolaire activities registration calendar.
 - Option A: you must register your child for a minimum of 2 activities per week occurring on 2 different days.
 - Option B: For each day where your child is registered to the Accueil Periscolaire, he/she must be registered to one Periscolaire activity.
- **How to book**
 - Log in to PAMS Periscolaire reservation platform PAMS Application (apeeel2.lu)
 - From the menu at the top of the screen: Go to **Parent →Subscribe to a Course**
 - Select the filters **Type and select OTHERS** and click on the **Search** button to view the service Accueil Periscolaire.
 - Select option A or the day(s) when you want to book this service.
 - Click on the button **View and Subscribe** next to the chosen day or option A to view all details about the service.
 - At the bottom of the screen, a message may indicate that the activity is not yet open. Please note that IF YOU STILL HAVE THIS MESSAGE ONCE THE ACTIVITY HAS BEEN OPENED, YOUR ACCOUNT IS NOT VALIDATED.
- **Cost** - Prices include lunch and snacks.

Starting this school year, **Accueil Periscolaire must be booked for the entire school year**. Cost indicated in PAMS is therefore for the entire school year. However, parents will have the possibility to either pay the full amount at the time of booking, or request to pay in 3 equal instalments on the following dates: 08/09/23, 14/11/2023 and 16/01/2024. Parents choosing to pay in 3 instalments will receive an email to remind them to proceed to payment with

72 hours for the 2nd and 3rd instalment date. Failure to do so will incur the cancellation of the booking and the place being offered to another child.

Option A

5-day package from Monday to Friday

Annual cost per child: 2 600€. Payment by credit card online in PAMS.

Option B

Registration per day (Tuesdays, Thursdays, and/or Fridays)

Annual cost per child and per day: 750€

Additional information

- **The Accueil Periscolaire will be open from Monday 18/09/2023 until the end of the primary school year Friday 07/07/24.** During the period where no Periscolaire activities take place (between 11/09/23 and 30/09/23 and between 24/06/24 until 07/07/24), the educators will organize different creative and sportive activities for the pupils.
- **Any child with allergies** is welcome to the Accueil Periscolaire but parents must provide APEEEL2 with the PAI document and must make sure the APEEEL2 staff is included and mentioned in the PAI. Please contact our office for more details.
- **Any child with educational needs** is welcome to the Accueil Periscolaire but parents must contact our APEEEL2 team prior to the opening of the service to make sure your child is welcomed in the best conditions.
- For more specific details such as meeting points and organisation within the Surveillance room, please see the description of the *Surveillance Activity* in PAMS (menu Parent →Subscribe to a Course. Select the filter *Type* and select OTHERS).

Cancellation & Refund policy for all activities

1. 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 the menu **Parent>Payment-Unsubscribe**.
- Instead of cancelling a reservation and rebooking another one, please contact our Periscolaire team and **request a transfer**. If the place to your

chosen activity is available, we will confirm the new reservation without any administration fee.

- We remind you that 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.
- Parents are encouraged to indicate the reason for the cancellation (instructor, planning etc..) to help us improve our future service and organisation to our school community.

2. Cancellation of a reservation by APEEEL2

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

3. Refund policy

Refunds will be processed at the earliest by mid November 2023 and at the latest by the start of the Christmas holidays directly on the credit card used for the payment of the reservation. Therefore, the refunded amount will not show directly on parents' bank statements, but instead on their credit card's statement.

- **Full refund** will be granted to Parents if the reservation has been cancelled by APEEEL2, in case of a course not reaching the minimum number of participants.
- **Partial refund* to reservations of group activities** will be granted to Parents in the following cases:
 - Parents have cancelled the reservation/s in their PAMS account before **the deadline of Wednesday 18/10/2023 at 09:00** using the menu *Parent>Payment-Unsubscribe*. 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.
 - In exceptional cases for children with a medical certificate of long duration.
- **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 been cancelled by the Parent in his/her PAMS account past the deadline of **Wednesday 18/10/2023 at 09:00** and the child does not have a medical certificate of long duration.

- Occasional absences, either by pupils or instructors.
For music private lessons, two *Recovering Week* are scheduled during the school year.
- If the Accompaniment Service relating to an activity is not available, or still in waiting list, and the activity has been reserved. Parents must cancel their reservation in PAMS before the deadline of **Wednesday 18/10/2023 at 09:00** 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 Wednesday 18/10/2023 at 09:00 to qualify for a partial refund for the activity.**
- Sports activities will not be granted any refund if they are cancelled due to the school's closure or restrictions imposed by the School or the Luxembourg authorities.
- **APEEEL2 annual membership fee cannot be refunded** on the ground of parents not securing Periscolaire activities.
- **APEEEL2 reserves the right to cancel without refund** any reservation for children whose class level do not match the targeted cycle/class age of the activity they are enrolled into.
Parents are responsible for updating their child's profile with the correct information in PAMS.

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

EEL2 security policy & responsibilities

1. APEEEL2 declines all responsibility for unsupervised pupils, either before the start or after the end of their Periscolaire activities, except in the "Accueil Periscolaire" classroom for Primary pupils who are registered to the "Accueil Periscolaire" service or are enrolled in the Accompaniment Service.
2. For the duration of the activity session, the course supervisor assumes all responsibility for surveillance. Regarding the Accueil Periscolaire 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 Accueil Periscolaire classroom to start their activity.

3. It is important that pupils arrive on time and are collected punctually at the end of their activity session.
4. To avoid inconveniencing other activities, pupils must not enter rooms early, or leave late.
5. Pupils 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.

In case of an accident

- Pupils attending Periscolaire activities are insured against accident under the School scheme.
- In case of emergency, course instructors or APEEEL2 representatives will act in loco parentis.
- **Parents must inform APEEEL2 of all relevant health issues concerning their children, 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, whether this concerns a Lux2 or a Lux1 pupil, the AAA is the first insurance policy to be applied, followed possibly by the School's insurance.

Standard procedure to be followed by parents in case of an accident taking place on the School premises:

1. You must collect the **AAA Accident Declaration Form** from our main Periscolaire coordinator, Mr Yann Gendron.
2. At the hospital, or the doctor's office, **please ensure you declare that the accident happened on the School premises.** This will ensure the hospital, or the doctor, knows that all invoices must be sent directly to AAA. Parents should therefore not receive any payment reminders.
3. Complete the AAA Accident Declaration Form with the doctor and **email it back to Mr Gendron** on yann.gendron@apeeel2.lu who will forward it to the School administration.

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.

Booking activities at Lux I

APEEEL2 member parents wishing to enrol their children to activities organized at Lux1, must contact Lux1 Parents Association (APEEEL1) on office@apeeel1.lu / <https://www.apeeel1.lu/>

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.

How to contact us

We strongly encourage all parents to regularly visit our Periscolaire webpage for updates and latest news on <https://www.apeeel2.lu/activites-periscolaires/>



By telephone on (+352) 273 224 5127 or 273 224 5128 (membership & refunds) or 273 224 5126

In case of emergency, please contact Mr Yann Gendron, our main Periscolaire coordinator on (+352) 621 169 308 .



By email on periscolaire@apeeel2.lu or yann.gendron@apeeel2.lu or office@apeeel2.lu or quitterie.pickart@apeeel2.lu (memberships & refunds)