

Your family page, explained

Everything you can do from the link we send you — messages, invoices, your child's details, and giving notice when the time comes.



KIDZ R OS · INTERNATIONAL DAYCARE & VUGGESTUE · VALBY

There is **no password and no app to install**. You get a private link by email, and that link is yours. Treat it like a password: keep it, and please do not forward it.

What is in here

- 1 What the family page is
- 2 Getting in
- 3 What is on the page
- 4 Keeping your details right
- 5 Invoices and paying
- 6 Giving notice, and leaving
- 7 Booking a visit
- 8 Your information
- 9 If something goes wrong

Prefer to click than to read? There is a tour of the page itself at kidzros.dk/family-page-tour.html — the real layout, filled in for a made-up family.

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1 What the family page is

Every family at Kidz R Os has a page of its own. It is where you talk to us, keep your child's details right, see your invoices, and — when the time comes — give notice.

There is **no password and no app to install**. You get a private link by email, and that link is yours. Open it on a phone, a laptop, whatever is to hand.

Why no password? Because one more password is one more thing to forget at eight in the morning with a coat half on. The link does the same job. Treat it like a password: keep it, and please do not forward it.

2 Getting in

1. Find the email from us with the subject line about your family page.
2. Click the link inside it. That is all — you are in.
3. Add it to your phone's home screen if you like. It behaves like an app once you do.

Lost the link?

1. Go to **kidzros.dk** and choose **Parents: get your family page** at the bottom.
2. Type the email address we hold for you.
3. We send a fresh link to that address — never to the one typed in the box, which is what stops somebody else asking for yours.

Asking for a new link switches the old one off straight away. If you ever think a link has gone astray, that is the fix: ask for a new one.

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3 What is on the page

Six tabs along the top. Not all of them appear all the time — the notice and testimonial tabs only show when they are relevant.

Messages

Write to us and read our replies. You say what a message is about with one tap before you write — absence, something medical, coming in later — so the office can see the morning at a glance without reading every thread.

Child data

Your child's name, date of birth, CPR, address, allergies, and both parents' contact details. Change them yourself, whenever they change.

Guides

Our policies and the practical guides — contract setup, claiming the kommune subsidy.

Payments

Every invoice, what has been paid, and what is still due. If a payment has not been matched yet you can send us the proof from here.

Notice period

Appears when you give notice. Shows the leaving date, the months still payable, and the final settlement for you to accept.

Your time here

Appears after you leave. A few lines about your time with us, if you feel like writing them.

Asking for a meeting

One of the message topics is **Ask for a meeting**. Choosing it offers times at the end of the day, 16:00 to 16:30, when the children are going home. Pick two or three that suit you.

Nothing is booked until Deepa confirms one and we email you. She can ask for a meeting the same way, and then you are the one who picks the time.

Still on the waiting list? Your page has the same message box, but instead of a meeting you are offered a **visit** — half an hour on an ordinary weekday, to see the place as it really is.

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4 Keeping your details right

This is the one we would most like you to use. If we have the wrong mobile number, we cannot reach you on the morning it matters.

1. Open **Child data**.
2. Change whatever has changed — address, phone, email, allergies.
3. Press **Save my details**.

We are emailed whenever something changes, so nothing slips past us. Your CPR number is shown to you but never in full in any email.

Allergies especially. If anything changes about what your child can eat or must avoid, put it here *and* tell a grown-up at the door. Belt and braces, on purpose.

5 Invoices and paying

1. An invoice is issued at the start of each month.
2. It is payable within **7 days** of the invoice date.
3. Pay by bank transfer, quoting **your child's name and the invoice number**.

The reference is not bureaucracy. It is how your payment is matched to your invoice automatically. Without it, someone has to work out by hand whose money has arrived.

If your payment has not shown up

1. Open **Payments** and find the invoice.
2. Choose **Send proof of payment**.
3. Give the date and amount, and attach the receipt from your bank.

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We check it against the bank and confirm it. If a reminder fee had been added in the meantime, it is removed back to the date you actually paid.

If a reminder arrives and you have already paid, ignore the tone and send the proof. It usually means the payment and the reminder crossed in the post.

6 Giving notice, and leaving

Notice is **two months**, in writing, given between the first and the fifth of a month. The family page handles the writing part.

1. Open **Notice period** and choose the last day you need.
2. The page shows exactly which months are payable and what the total is. Nothing is hidden and nothing appears later.
3. Tick to accept, and submit.

Your page stays open for 30 days after your final billed month, so you can still reach your invoices and messages. After that it closes.

7 Booking a visit

Before you apply, or any time you want to see the room on an ordinary day:

1. Go to **kidzros.dk** and choose **Come and see it**.
2. Pick two or three times that suit you.
3. We confirm one of them by email.

Come on a normal Tuesday rather than a showpiece. That is the point.

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8 Your information

What we hold about you, why, who else ever sees it and how long we keep it is set out in full at kidzros.dk/privacy. In short:

- ✓ CPR numbers are encrypted. Not even a stolen copy of our database would give them up.
- ✓ The site sets no advertising cookies, no tracking, and nothing loaded from anyone else.
- ✓ Your messages stay on your family page, on our own server. There is no third-party chat.
- ✓ You can correct anything yourself, any time, without asking us.

9 If something goes wrong

The link does not work	Ask for a new one from Parents: get your family page at the bottom of the site. Old links stop working once a new one is issued.
You cannot see a tab	Notice and testimonial tabs only appear when they apply.
Something looks wrong on an invoice	Reply to the invoice email, or send a message from the page. Do not pay something that looks wrong — ask first.
Anything urgent	Telephone. The family page is not the place for urgent things.

Kidz R Os

Lyshøjgårdsvej 45, 2500 Valby, Denmark · CVR 35726039
 contact@kidzros.dk · +45 27 34 65 39
 Open Monday to Friday, 08:00–16:30.

Anything urgent, please telephone rather than writing — the family page is not watched minute by minute.