

Au Pair Program conditions

Au Pair Office BV with VAT number BE 0797449470 is an official Belgian inbound and outbound au pair placement agency, an IAPA member since 2017. We follow the rules of the International Au Pair Association. We are the preferred partner of Au Pair World, for placements in Belgium

Pre application information

The following information describes the Au Pair Office, Belgium program. Please read this information before signing a program agreement or paying a non-refundable fee to your agency. If you have any questions, please contact us directly at info@aupairoffice.com or call +32(0)3 331 87 28.

Conditions and restrictions of the program

Upon arrival in Belgium, you must meet the following conditions for participation.

- You have a sufficient command of English, French or Dutch to successfully participate in the program and function on a daily basis.
- You have a secondary school diploma or a recognized equivalent and have attended school in regular education for at least up to 17 years.
- You are between 18 and 26 years old. You must be no older than 25 years on arrival.
- You are able to participate fully in the program, as evidenced by the satisfactory completion of a physical examination by a doctor.
- You have had a personal interview in English, Dutch or French with a representative of your sending agency.
- You have passed a background check that includes verification of your schooling, three non-family, work references, a criminal background check or its recognized equivalent and a personality profile.
- You will not be paired with a host family with children under the age of two unless you have at least 200 hours of verified experience with children under the age of two.
- You will not be paired with a host family with a child with special needs (as indicated by the host family) unless you have relevant experience in providing care to persons with special needs.
- You may not be the only responsible adult caring for a child under three months old.

The au pairs

1. confirm to be aware of the Belgian Au Pair laws and fulfill all criteria.
2. are aware that being an au pair requires a certain degree of responsibility and flexibility and shall take the duties seriously.
3. confirm to have answered all questions honestly and confirm all information in the application is true.
4. stay in touch with the host family (upon match) and shall inform Au Pair Office and the family of the travel arrangements.
5. agree not to travel to the host family until having received an official confirmation of placement from the Au Pair agency (work permit and/or visa if required).
6. shall familiarize with all (if any) visa requirements.
7. shall obtain necessary documents (e.g., valid passport) before departure and shall not enter the host country with other than au pair visa (if required).
8. are familiar with and agree to abide by all program conditions, those regarding the number and distribution of working hours, au pair duties, pocket money, free time, holidays, language courses, transportation costs, insurance, and the termination of an au pair agreement.
9. Shall agree and sign the weekly schedule before arrival to Belgium. Shall discuss the au pair cultural program upon arrival.
10. understand that childcare duties are of great importance and shall carry them out responsibly in a caring and considerate manner.
11. understand that one shall be asked to undertake light household duties and to make a fair contribution to the cleanliness of the "common" areas of the host family's home and agree to keep the own room clean and tidy.

12. shall seek the advice of the host family before administering any form of discipline to the children. Under no circumstances shall one hit the children (or use other forms of physical violence) or leave them alone if not agreed upon with the host family.
13. agree to abide by all house rules set by the host family During the stay one shall behave in a manner that does not reflect badly upon the host family, the au pair agency, and my home country.
14. shall discuss and agree on the free time arrangements with the host family well in advance.
15. shall make a concerted effort to experience the culture of the host country and to learn the language. Au pairs will respect cultural differences and display tolerance towards others.
16. shall make every effort to resolve any differences with the host family. If one has any problems or questions that cannot be discussed and resolved with the host family, one will contact Au Pair Office for assistance via mail at info@aupaioffice.com or via phone at +32 (0)3 331 8728.
17. if one needs a replacement in case of failure with the current host family, the search for a new host family goes through Au Pair Office or is communicated to Au Pair Office in writing.
18. if no solution can be reached and one leaves the host family, one understands that a notice period must be respected and observed in accordance with program guidelines. During this notice period, one shall perform normal duties and shall continue to receive room, board, and pocket money.
19. if a new host family placement is found for the au pair, one understands that this may involve moving to a different area.
20. signing up with Au Pair Office means a commitment for a certain period: short term up to 6 months, long term 12 months.
21. understand that one shall be excluded from the program and under certain circumstances may have to return home if:
 1. failing to abide by this agreement of program guidelines.
 2. having falsified or failed to disclose any material information in the application.
 3. beginning the au pair stay before receiving an official confirmation of placement from the au pair agency or a proper visa.
 4. administering corporal punishment to a child.
 5. being responsible for repeated problems with host families.
 6. disobeying the laws of the host country.

When one must leave Belgium due to one of these reasons, the au pair will go to the City Hall of the host family with the papers and cards to unsubscribe themselves from the register of the host family within the next 10 days following the decision. The au pair agrees that the only way to prolong this period is in accordance with the host family. Au pair will inform Au Pair Office about this prolongation and termination of being an au pair with that host family.

1. will not undertake any other paid position while being a participant in the au pair Cultural Exchange Program.
2. will notify Au Pair Office and if having one, the sending au pair agency, immediately if there are any changes to the information in the application.

Should one decide to cancel the application before or after having a match with a family for the Au Pair Cultural Exchange Program, one will inform Au Pair Office and if having one, the sending au pair agency at once.

1. agree that after having confirmed placement the costs for canceling, including any visa fees paid by the host family, paid insurance, traveling costs, etc. will be the au pair's responsibility and the au pair can be held liable for such costs.
2. understand that as a participant in an Au Pair Cultural Exchange program, one will behave responsibly and respect cultural differences.

Program activities. While living with your host family in Belgium, you will provide childcare for up to 20 hours per week and 4 hours per day, including light housework. In return, you will be welcomed as a member of the family, receive monthly pocket money, your own bedroom and meals from your host family. You are not

welcomed into the host family at any time as a cleaning lady. Throughout the program, you must attend adult education at an accredited institution, which teaches in one of the regional languages. This gives you the chance to meet new people and learn about languages that interest you. You may switch languages throughout the year, but these courses must be attended in one of the region's official languages.

Work activities. You will provide childcare and related light housekeeping activities for your host family. This can be active childcare while the children are awake, such as feeding, bathing, changing clothes/diapers, preparing meals for the children, preparing the children for school, assisting with play dates or school work, driving children to school or activities, etc. Your tasks may also include passive forms of childcare, such as being the responsible adult present while the children are sleeping or studying. Light housekeeping tasks are always in relationship to the host family and their children.

Tasks. Although the exact duties of an au pair depend on the host family you work with, the tasks relate to caring for the children and light house tasks. Tasks do not include cleaning as cleaning lady, but only those house tasks related to the children that are acceptable as a member of the host family.

Hours. The 1999 Royal Decree established a maximum number of working hours, and therefore free time, so that the au pair has enough free time to attend language lessons, travel, meet local friends and participate in cultural exchange within and outside the host family. The host family should provide you with a written work schedule in advance so that you know when you need to work. Your weekly schedule should include the following

- No more than 20 hours of work per week
- Not working more than 4 hours per day in one day
- At least one day off per week
- At least one full weekend off per month - this means from early Friday evening to Monday morning.

Contract

Non-EU au pairs and host family sign the official Belgian au pair contract. EU au pairs and host families sign an official European contract.

Payment and compensation. Prior to your arrival, you and your host family will agree on a monthly payment equal to or higher than the minimum monthly payment for the Au Pair Program, as laid down in the Royal Decree. You and your host family may agree on an allowance higher than the minimum legal amount of 450eur. However, you cannot agree to work more than 20 hours per week or 4 hours per day in exchange for additional compensation. You must receive your monthly allowance at a fixed time each month, from the moment you arrive at the host family, on a bank account on name of au pair. This bank account must be an EU account. Legally, paid holidays are not stipulated, however, the host family may give you time off, and they must continue to pay at the same time. Two weeks of paid time off per year are frequent and frequently agreed upon by host families and au pairs. Mostly au pairs have two weeks divided into twice one week, or two weeks at once. During possible inactivity, your pocket money payment continue to be paid to you on an official European bank account.

Transportation

After you have found a host family (and possibly work permit and obtained a D visa), Au Pair Office will request a one-way flight from one of the international airports in your home country, to Belgium. Your host family will choose and pay for a ticket of their choice. The ticket will be delivered to you by email before departure. You are responsible for the cost of transportation to the departure airport and any additional baggage fees charged by the airline for your trip. In order for Au Pair Office to arrange the return trip for you and for the host family to pay for it, you must successfully complete the program, which means you must also fulfil the program's educational requirements. If you leave the program early, you will be responsible for the cost of your return journey and also for a proportional part of the cost of your outward flight when you arrived. You must repay these proportionally before your departure from the host family.

Traveling to Belgium. After you have found a host family and (as non-EU au pair) received a work card and D visa, the host family will arrange and pay for a single flight from one of the airports designated by Au Pair Office in your home country. You are responsible for the cost of transportation to the departure airport. You may only travel to the host family in possession of your contract, work schedule, insurance. As non-EU au pair also must possess the work permit and Visa.

Conditions of the outward flight. For your host family to pay for your return flight, you must have completed the au pair program in good standing, including the program's educational requirements (have taken language lessons). If you leave the program prematurely, you are responsible for the costs of your return flight and must also proportionally reimburse the outward flight to the host family before you leave for your home country, or rematched.

Departure flight procedure. Three months before the end of your program, you can submit your return flight application, Au Pair Office requests it, and the host family makes the choice of return flight offer. You have to submit your application no later than 45 days before the end of your program. Your return flight must take place at the latest on the expiry date of your residence permit from Belgium.

Requests for changes. If you wish to make changes to your flight request after it has been submitted, you will be charged the change fee by the travel agency.

Responsibility to attend. It is your responsibility to be present for all flights and other transportation. You should always inform Au Pair Office if your travel arrangements change or if you, book your return flight.

Baggage costs. You are responsible for all costs not included in the booked ticket.

Work permit-related costs. You are responsible for the costs related to the work card, such as the application for the medical certificate and police statement. You will also pay for the translation and legalization of your documents if required.

Visa related costs. You are responsible for the visa fee and also for the costs incurred for your medical certificate and police statement.

Compulsory language classes, attendance, and fees. You are required to participate in language classes throughout your placement, in 1 of the regional languages. You take care of looking up the nearby institution yourself and make the necessary arrangements. Within 30 days of your arrival, you must register and provide Au Pair Office with proof of this. If this is not possible, you have to inform Au Pair Office by e-mail with a valid reason.

Cultural component of the Au Pair Program. The Au Pair Office program offers many opportunities for intercultural involvement. Besides living with a host family in Belgium, you will also attend classes at a local adult education institution giving you the chance to meet people. You can also participate in monthly zoom talks organized by Au Pair Office. During an average program year, Au Pair Office expects you to participate in these talks at least twice. You can also participate in bi-annual events organized by Au Pair Office. These events may be educational, cultural or social in nature. During an average program year, Au Pair Office expects you to participate at least once.

WhatsApp group. You will receive an invitation to join the private WhatsApp group. You will remain a participant in this throughout the placement.

Participation in monthly Zoom calls. You will participate in the monthly Zoom calls organized by Au Pair Office in the first month. You are welcome every call, every month if there are any questions or concerns.

Participation Events. At least once, you will participate in the bi-annual events organized by Au Pair Office.