



PARENTS TERMS AND CONDITIONS POLICY

The Parents terms and conditions policy defines the policy that sets out the customs and practice of Little Diamond Nursery which are designed to encourage stability and preserve consistency in our school.

The terms have been mentioned below:

- By enrolling my child, I agree to abide by all rules and regulations of the nursery.
- Students can only be accepted for a minimum of one term: All placements for 3-4 years are recommended for full-time provision, we prefer to only offer part-time (3 days per week) to children under the age of 3.
- ALL fees are fixed. No deductions can be made for a child absent from nursery due to illness, vacation or transfers
- Fees once paid are non-refundable, non-transferable, and cannot be offset against any other payment.
- If the parent is more than ten days late with the payment, the place in the nursery may be lost and given to a waiting list child. The parent will be informed and be asked to re-register the child if they choose to return.
- In case of a refund, the proper form should be completed and given to administration, along with an official letter stating the reason for the refund. Refunds will be paid by cheque after approval. The nursery reserves the right to approve at their discretion.
- Fees must be paid in full prior to commencing attendance at the nursery.
- Fees for subsequent terms are to be paid on or before the last date of current term.
- The nursery reserves the right to add, modify and/or amend the fees structure and/or above-mentioned terms from time to time at its absolute discretion.
- At Little Diamond Nursery, we have a duty of care to **ALL** children and reserve the right to recommend further assessment, medical intervention or placement at alternative nursery, should the need arise
- Nursery registration is subject to re-evaluation by the nursery if and when required. The decision of the management is final and will be in the best interest of the children within our care.
- One month's written notice must be given if you no longer require your nursery place.
- I must adhere to the timings arranged for my child, and inform if any changes are expected in good time.
- All students are required to wear nursery uniform at **ALL** times, unless otherwise directed
- We recommend that all children wear comfortable shoes with Velcro fastenings and a rubber sole, for safety reasons



- **No** jewelry is to be worn or toys to be brought to nursery. Little Diamond Nursery cannot accept responsibility for loss or damage of personal effects brought on to the nursery premises
- Little Diamond Nursery operates a healthy eating / drinking policy, so parents should provide enough food for one or two healthy snacks each day. If unhealthy food is sent, this will be returned at the end of the day.
- We are a **nut free** nursery due to allergy restrictions, and I must inform the nurse of any allergy or other health issues that my child has.
- I must inform the nursery of any concerns for participating in specific activities that may be a danger to my child (i.e. sand or outside play if asthmatic)
- **If** I consent to my child's photograph being used in any nursery brochures, advertising or online publications, the pictures/videos may be used at the discretion of the nursery.
- Children are to be dropped off at main reception, where they will be escorted to their class or play area by a member of staff. To protect all children, we keep the inside area only for nursery staff and students
- The nursery will adhere to any and all legal decrees pertaining to child custody matters and proof of such must be provided as required by law and as requested by the nursery.
- I shall inform the nursery forthwith of any contagious illness or disease that the child is infected with or has come into close contact with, and that the nursery has the right to refuse admission to my child on a temporary basis until advised that this is not necessary by Medical Professionals.
- I must inform the nursery of any physical, medical, academic or behavioral problems concerning my child and all records and information are correct to my knowledge.
- If the child is showing any signs of illness they should be kept at home. Any child showing signs of illness while at the nursery will be sent home immediately
- If an incident occurs at nursery involving a child, the nurse will call the parents immediately. This is a courtesy call and does not necessarily mean that the child needs collecting, however the nurse will advise at the time
- It is our duty to ensure that food supplied to the nursery by parents/guardians is still in an edible condition at mealtime and that the quality of the food and beverages sent with the child are in suitable packaging.
- The nursery shall in no way be held responsible for the consequences, if any, on the child as a result of consuming the same.
- In the event of an accident, injury or emergency, the manager of the nursery or any person in charge of the nursery, shall have full authority to take the requisite decision to ensure appropriate emergency medical treatment of my child by the nursery nurse or if necessary, at any hospital/clinic, If I cannot be reached on the emergency numbers provided to the nursery by me, in the event of an accident,



injury, incident or emergency the manager, or any other nominated staff member in charge at the time, shall have full authority to act and take reasonable requisite decisions to ensure appropriate medical treatment is given to my child initially in the nursery, and if deemed necessary at any hospital or clinic.

- I agree to fully absolve the nursery, and/or its manager, supervisor, teaching staff, officials, and/or its voluntary helpers of any wrongdoing and to keep them fully and effectively indemnified against all actions, claims, liabilities, damages, expenses, costs, charges, fees (including medical fees, judicial and attorney's fees) suffered as a consequence of any accident, injury or condition or virus/disease contracted by my child whilst on field trips organized by the nursery, or during travel on the means of transportation provided by the nursery, or in the nursery premises provided that the nursery strictly adheres and follows the standard guidelines, policies and practices outlined in the Nursery Policy Manual, which has been read and understood by me.
- The conduct and behavior of each child is of utmost importance at Little Diamond Nursery, including biting, fighting or aggression, and we will work with parents wherever issues arise to help change this behaviour.
- The staff are happy to see parents at the start or end of the nursery day (07:30 – 08:00 and 13:30 – 14:00) for a discussion about their child. Parents must request this appointment in advance by contacting main reception. At **NO** time can parents enter the classroom and disturb the activity of the teacher and children
- Abusive and aggressive behavior from parents will not be tolerated. Parents / guardians who have any complaint or issue must make an appointment to see the manager or fill out the complaint form at reception. The management will be in contact for updates and to solve any issues.
- We give utmost importance to the health and safety of every child enrolled. We are not responsible for any illness, accidents or injury during field trips or on nursery premises unless a case of negligence is accepted.
- I agree to indemnify and keep indemnified the nursery for any loss or damage caused by me or by my child to the nursery property.
- At the time of registration, it is understood that **ALL** application papers, including Medical forms, need to be completed in full. Where further assessment is deemed necessary, the nursery reserves the right to withhold a place until a full report is received



- Parents undertake to provide the school with completed forms and the following documents:
 - 1 copy of the child's passport, UAE residence visa and Emirates ID
 - 1 copy of father's/mother's passport, UAE residence visa and Emirates ID
 - 1 copy of child's birth certificate
 - 1 copy of child's immunization and medical record
 - 4 passport size photographs
 - Original EID of child and parents are required for registration on the SIS system.

I have read and understood the Terms and Conditions for Admission and Re-enrolment, and confirm acceptance of my payment duties, obligations, and rights herein by signing below:

Parent's or Guardian's name _____

I am the legal Parent or Guardian of:

Student's Name _____

Date of submission _____