



## **Bumble Bee Nursery**

### **Parent Agreement and Terms and Conditions**

**At Bumble Bee Nursery, we believe terms and conditions reflect the standards of practice in our setting. Terms and conditions have been set to assist with forward planning and enables us to provide and maintain the highest standards of care for the children attending the nursery.**

#### **Registration**

We require a completed registration form, registration fee and miscellaneous fee of AED 2,275 to secure a place for your Child. All documentation must be provided prior to child's admittance to the nursery (two months' period is given for Visa copies) to formalize the registration. Academic and administrative fees to be paid in full prior to the agreed starting date and are non-transferrable.

If the parent for any reason postpones the start date, we reserve the right to charge from the original start date stated on the registration form.

#### **Payment and Fees**

Three payment options are offered to parents, you may choose to pay monthly, termly or yearly basis.

Tuition fees are to be paid in full, before the first day of each term or between the 1<sup>st</sup> and the 5<sup>th</sup> of the start of the new term. Monthly and termly fees are to be paid in advance with postdated cheque's on the first day of each term or between the 1<sup>st</sup> and the 5<sup>th</sup> of the start of the new term. If payment is not received by the 6<sup>th</sup> of the month, a AED 50 charge will be applied. If payment is not received by the 10<sup>th</sup> an additional charge of AED 50 will be applied and therefore onwards for each five days.

Any cheque payments cancelled or returned from the bank will incur a charge of AED 150.

Transportation fees can be paid on a monthly basis and should be paid between the 1<sup>st</sup> and the 5<sup>th</sup> of every month. Failure to pay the transportation fees in the given time could result to the cancellation of your child's bus journey.

Registration and miscellaneous fees are non-refundable, nor transferable once paid.

If you are collecting your child late from the nursery there will be a surcharge of AED 60 after 15 minutes of your collection time.

Any extra hour or day that you have extended should be paid in cash and on the same day at reception.

All sessions booked must be paid for whether the child attends or not. No refunds will be given for sessions missed due to holidays, sickness, vacation or weather conditions.

Failure to meet payments within the dates specified by the nursery could result to the termination of your child's place and in such circumstances the parents will not be entitled to a refund for any fee paid. Please pay on time to avoid any charges or inconveniences.

#### **Termination and Cancellation**

The nursery requires one month's notice written 1<sup>st</sup> day of the month and one term notice written 1<sup>st</sup> day of the term and render it to the nursery reception for approval or you can send to us by email. Should you wish to terminate your child's place, verbal notice will not be honored. Parent/guardian still remains liable for fees throughout the notice period. If you withdraw the child during the notice period, the fees shall still remain payable.

Bumble Bee Nursery reserves the right to terminate a child's place with immediate effect if payment hasn't been made for the duration of the child's time in the nursery or the due date, or if a parent, carer, or child displays abusive, threatening or otherwise inappropriate behavior.

#### **Refund through cancellation:**

- There is no refund under any circumstances for uniforms, mobile app, medical & registration fees.
- In the case of a child who has completed up to 1 week we will charge/deduct 1 week at full price and refund the balance of the fees paid only.
- In the case of a child who has completed 1-2 weeks we will charge/deduct for 2 weeks at full price and the balance of the fees paid only will be refunded.
- If your child attends for more than 2 weeks we will charge/deduct for 1 month at full price and the balance of the fees paid only will be refunded.
- If your child has been attending the nursery and you choose to transfer after 1 month, you need to give 1 calendar months' notice in writing dated the 1<sup>st</sup> of the Month.
- The same refund policy will apply for transportation fees.

Please allow the nursery at least one month to prepare your refund cheque, as it may not be possible to return any refund with cash or through bank transfer. The cheque can only be made payable to the parent or guardian stated on the main registration form as the main carers of the child.

**Please note: Refund through cancellation is not applicable for Fazaa & Esaad card holders, who have availed the discount. Please see the separate Fazaa & Esaad 'Payment' Terms and Conditions below.**

#### **Terms & Conditions for Fazaa & Esaad Card Holders**

Bumble Bee Nursery welcomes Fazaa card holders (25%) and Esaad card holders (30%) discount on our yearly fees. Please note the discount can only be availed by adhering to the following terms and conditions:

- Full year fee will be paid in full at the time of registration
- The fees can be paid either in one full payment or two separate cheques
- The discount will not apply to the miscellaneous fees
- Miscellaneous fees are non-refundable
- No refund will be given if your child is absent, on holiday or if they are sick
- You cannot freeze your child's place for any given month
- If you wish to take leave for vacation or any other reasons, this time will still be payable and not refunded or carried over to any other months
- Transportation fee is not included in the discount
- This discount cannot be used in conjunction with any other offers the nursery may have

#### **Collection/Pick Up**

Under no circumstances will your child be allowed to leave the nursery with anyone unknown to the nursery staff, unless the parent/guardian has previously arranged this. If the parent/guardian has made alternative arrangements by telephone, the nursery will require the name, telephone number and emirates ID/passport, password from the parent (which will also need to be known by the nursery) of the person permitted to collect your child.

#### **Child Absence**

If your child is absent for any reason, please inform the nursery via email, telephone or the Bee application.

No refund will be given if your child is absent, on holiday or if they are sick

### **Accident and Illness**

Children should not attend the nursery if they are sick and suffering from a condition or illness which could be a contagious or infectious disease and could endanger others.

Please refer to our Infection Control Sickness Policy.

We may require parents/guardian to withdraw their child from the nursery, in the event that they require specific medical attention, which is not available at the nursery or has been refused by the parent/guardian or it is considered that the child is not well enough to attend the nursery. We may also ask parent/guardian to withdraw their child from the nursery if we have a reasonable cause to believe that they are or maybe suffering from or has suffered from any contagious disease/infection and there remains a danger that other children or staff in the nursery may contract the disease/infection. We accept no responsibility for children contracting contagious diseases/infections. Parent/guardian is requested to inform the nursery if their child is suffering from any illness, sickness or allergies before attending the nursery. If a child has been absent due to contagious diseases/infection the parent/guardian will need to provide a clearance certificate/letter from the Doctor prior to their child's return to the Nursery. The Nursery will not accept the child without the clearance certificate/letter. If your child has been cleared from the doctor to attend nursery and you require the nursery to administer any medication including antibiotics, we will require a letter from your doctor. Without the doctors letter we will not administer any medication.

We have a realistic attitude to the needs of working parents, however we reserve the right to contact parents if their child becomes ill during nursery hours and they should be collected as soon as possible. If your child is ill and uses the nursery transportation, the nursery transportation will not be responsible to drop your child, they must be collected by their parent/guardian.

Bumble Bee Nursery reserve the right to administer first aid and any emergency treatment as required. Parents/guardians will be informed of all accidents and will required to sign an accident form. For accidents of a more serious nature, involving hospital treatment, all attempts will be made by the nursery to contact the parents. But failing this we are hereby authorized to act on behalf of the parent/guardian and authorize necessary treatment. The Parent/guardian will bear the cost or expense incurred for any treatment or services.

### **Communication and Contact**

The main method of communication at Bumble Bee Nursery is through the '**BEE NURSERIES**' application or through email, please make sure the correct email ID has been given to the nursery. On some occasions, especially emergencies we will contact you by telephone. Please make sure that you check the messages on the application and emails that are being sent to you from Bumble Bee Nursery, as we will not be held responsible for parent's/guardian's lack of information. Parent/guardian must also inform the nursery of any changes to your contact details, ensuring that you can be reached at any time via the application, email, telephone or SMS.

### **Personal Property and Belongings**

The nursery cannot be held responsible for any loss or damage to any child's, parent's, guardian's property or belongings. However, every reasonable effort will be made by the nursery staff to ensure that the property or belongings of your child is not damaged or lost. Please ensure your child's clothing and other belongings are clearly labelled. We suggest all personal toys, books, expensive jewelry, gadgets and any other equipment is left at home, if any of these items are lost the nursery staff will not be held responsible nor will they invest the time in looking for these lost items.

**Liability**

Bumble Bee Nursery do not accept liability for any losses suffered by parents arising directly or indirectly, as a result of the nursery being temporarily closed. Any child in the care of their parent/guardian on the nursery premises will not be the responsibility of the nursery.

**Operating Hours, Attendance, Holidays and Closure**

The nursery will be open all days during term time from 7:00 am-6:00pm, unless it is a public holiday announced by the government or during unforeseen circumstances such as bad weather conditions.

Days and timing that have been recorded for the child to attend must be adhered to and cannot be changed or swapped around due to public holidays or any days that have been missed. If you would like to request a change of day or timing, please send your request to the administrator one week prior to the change. All changes will be made subject to availability and Management approval.

**Progress Report and Attendance Certificate**

Progress reports will be sent at the end of each term following a parent-teacher conference. If your child has attended nursery less than a month prior to the progress report deadline, you will receive the progress report at the end of the next term.

You can request an attendance certificate for another nursery or school transfer/transition if your child has attended the nursery of a minimum of two full terms (as per Ministry of Education). Please give at least two working weeks notice to prepare the relevant documents.

**Allergies/Food Preferences/Special Diets**

The Nursery will obtain and record necessary information from parents regarding any ethnic/cultural or special dietary requirements, preferences or food allergies in advance of the child being admitted to the nursery. This will be reviewed during attendance at the Nursery. **We strictly allow NO NUTS and NO PORK**, please make sure that your child’s food does not contain either of these food items.

**Parental Agreement**

**These terms and conditions represent the entire agreement and understanding between parents and Bumble Bee Nursery. The nursery reserves the right to update/amend these terms and conditions at any time. You will be notified of these changes via email.**

**By signing below, you are agreeing to and confirming that you have read, understood and agree to abide by the terms and conditions that have been put into place by the management of Bumble Bee Nursery.**

**Name of Parent:** .....

**Signature:** .....

**Name of Child:** .....

**Date:** .....