

LITTLE EXPLORERS' TERMS AND CONDITIONS OF SERVICE

INTRODUCTION

Welcome to Little Explorers. We are committed to providing a safe, nurturing, and stimulating environment for your child. This document outlines our terms and conditions of service, including the responsibilities of both the crèche and the parents/guardians.

1. TITLES AND DEFINITIONS

1.1 APPLICATION

These terms and conditions and all other subsequent amendments and additions thereto shall apply to;

- Little Explorers Crèche
- All parents whose children are enrolled in the Crèche.
- All children enrolled in the Crèche.

1.2 DEFINITIONS

Except where otherwise specifically indicated in the context, the following words and phrases shall be construed as indicated hereunder:

- The Crèche: means Little Explorers Crèche.
- The Crèche management: means those in charge of managing and overseeing the smooth running of Little Explorers Crèche.
- Parents: means those whose children are enrolled in Little Explorers Crèche. This includes guardians.
- Children: means children between 1 - 3 years enrolled in the crèche including wards.

1.3 AMENDMENT OF TERMS AND CONDITIONS OF SERVICE

The Crèche management reserves the right to amend the terms and conditions of service, whereas notice of such amendments shall be given to parents within a reasonable time.

2. ENROLLMENT AND ATTENDANCE

2.1 REGISTRATION: Parents are mandated to complete the registration form and provide all that is required for documentation before enrolling their children. Only children from 1 to 3 years old are eligible to enroll in our prestigious crèche.

2.2 ATTENDANCE: Parents are responsible for ensuring regular and punctual attendance of their children.

2.3 ABSENCE AND LATENESS: In exceptional cases where a child will be absent from the crèche or late to the crèche, such parent is required to communicate the same to the crèche on or before 10 am of that day.

2.4 CUSTODY INFORMATION: Full disclosure of any custody case and to who has full custody of the child is required. If a custody case is ongoing, the crèche needs to be updated regularly.

2.5 SPECIAL NEEDS: All special needs should be disclosed on the child registration form. Where a child cannot participate in certain activities due to some reasons like health, the same must be communicated to the crèche.

3. PAYMENT OF FEES

3.1 FEE STRUCTURE: Fees are payable on or before the 5th of every month and the same can be paid in advance. A more detailed fee structure shall be provided during enrolment.

3.2 LATE PAYMENT AND NON-PAYMENT: Late payment incurs a penalty fee. Continuous failure to pay shall result in termination of the child's enrolment.

3.3 REFUNDS: Fees are non-refundable.

3.4 FEES REVIEW: The crèche reserves the right to review crèche fees and other charges periodically. Parents will be notified of such review on time and in writing.

4. CRÈCHE HOURS

4.1 OPENING HOURS: The crèche hours are from 7:30 am to 5:00 pm, Monday to Friday. Classes begin promptly at 9 am, so parents are advised to bring their children by 8:45 am. Late arrivals disrupt the class routine and may cause the child to miss important daily presentations. Your cooperation in being punctual is greatly appreciated.

4.2 PICK-UP TIME: Parents are allowed to come for their children according to the program he/she enrolled in, which are:

- Half-day with lunch between 12:45 pm and 1:15 pm
- Full-day between 4:45 pm and 5:30 pm

Where a parent intends to pick up his child late, that is, after 5:30 pm in cases of full-day programs and after 1:15 in cases of half-day programs, such intentions must be communicated in advance to the crèche. However, it is important to note that repeated delays in picking up a child will incur a penalty fee of 10,000 RWF.

4.3 AUTHORIZED PICK-UP: Where a person other than a parent/guardian intends to collect a child on the authority and consent of the parent, such authorization must be communicated to the crèche management by the parent, failure of which the management will contact the parent before allowing such pick-up.

5. HEALTH AND SAFETY

5.1 SAFETY PRECAUTIONS: Children with symptoms such as fever, cough, severe runny nose, diarrhea, skin rashes, or any other serious condition will not be allowed access to the crèche to protect their health and prevent the spread of illness to others. Where a child has a contagious disease, such child must remain at home to obtain medical attention till full recovery has taken place, upon recovery, the parent must please submit a medical certificate stating the illness and confirming recovery. Children who are sick will not be offered admission into crèche to safeguard others' right to health.

5.2 MEDICAL INFORMATION: Parents are to provide up-to-date medical information on their children and emergency contact details.

5.3 MEDICAL EMERGENCIES: In case of a medical emergency, where neither the parents nor emergency contact is reachable, first aid will be administered to a child needing it, and such child will be sent to the hospital if necessary. Any medical expenditure incurred by the crèche is refundable by the parent to the crèche.

5.4 MEDICAL BILLS: The crèche does not cover medical bills for children; hence, you are required to provide your child's insurance information.

5.5 MEDICATIONS: Any medication to be administered to a child, must be accompanied by a doctor's prescription and a signed consent form from the parent.

6. THE CRÈCHE YEAR

6.1 Little Explorers is set to begin its crèche year for 2024 on 1st August 2024, and will run throughout the year except on weekends, Rwanda public holidays, and end of the year break. The exact dates of holidays are published on the crèche calendar.

6.2 UNFORESEEN EVENTS: Where there is an occurrence of unforeseen events like natural disasters or fire resulting in damage to the crèche or its appurtenances, there may be a temporary closure of the crèche until repairs and renovations are completed. No refunds of fees will be approved where such occurs within a month.

7. REFRESHMENT

7.1 PROVISION OF MEALS: We provide a wide range of healthy, nourishing, and sumptuous diets, prepared by our qualified chef in a spotless and hygienic kitchen. We believe in having all children eat the same meal to foster good food habits and a sense of community. Therefore, personal food and drinks will not be allowed in the crèche premises except with the consent of the crèche management.

7.2 DIETARY NEEDS: Please communicate any allergies or specific dietary needs to the crèche management.

7.3 MEAL BREAK: Snacks are provided at 10 am and 3 pm, and lunch is served at 12:00 pm.

8. PERSONAL BELONGINGS

8.1 VALUABLES: Children will not be permitted to bring toys, coins, valuables, or sweets into the crèche premises, as the crèche will not take responsibility for any loss or damage to such items unless the personal belongings are clearly labeled. It is important to note that parents will be held liable for fixing or replacing toys damaged by their children.

8.2 DRESS CODE: Children are expected to be dressed comfortably to ensure proper participation in daily activities. Pacifiers are only permitted during nap time to ensure comfort.

9. CODE OF CONDUCT

9.1 INAPPROPRIATE BEHAVIOR OF CHILDREN: Children are trained to be of good behavior and as such, bullying will not be tolerated. Any act of bullying will be promptly corrected and failure to adhere to such corrections will lead to termination of the child's admission to ensure the protection of other kids.

9.2 INAPPROPRIATE BEHAVIOR OF PARENTS: Parents are required to please conduct themselves properly at all times while in the crèche. Acts such as the use of vulgar and abusive words, assault,

possession of unlawful substances or items, and fighting amongst others are highly prohibited and will lead to termination of admission.

10. DISCIPLINARY ACTIONS

10.1 DISCIPLINARY MEASURES The crèche uses positive disciplinary measures to achieve order. Parents will be notified of any significant behavioral issues and may be required to participate in meetings aimed at producing solutions.

10.2 REVIEW OF DISCIPLINARY DECISIONS: Parents can apply for review of disciplinary decisions regarding their child through the appropriate medium set out by the crèche management. This is subject to the right of the crèche to grant or refuse such application.

10.3 DISPUTES: In the event of any dispute, controversy, or claim arising from or relating to this Agreement, or the breach, termination, or invalidity thereof, recourse shall first be made to the use of Alternative Dispute Resolution, failure of which aggrieved party shall after a period of thirty (30) days initiate proceedings exclusively in the state or federal courts located in Kigali, Rwanda. Each party irrevocably consents to the jurisdiction of such courts.

11. TERMINATION OF ENROLLMENT

11.1 VOLUNTARY TERMINATION: Parents may withdraw their child from the crèche by providing a one-week written notice to the crèche management. No refunds will be made by the crèche.

11.2 INVOLUNTARY TERMINATION: The crèche reserves the right to terminate a child's enrolment in cases of non-payment of fees, continuous disruptive behaviour, or any other reason deemed appropriate by the school management, with no refund.

12. LIABILITY AND INDEMNITY

12.1 GENERAL LIABILITY: Little Explorers shall take all reasonable steps to ensure the safety and well-being of all children. However, where such reasonable steps are taken, the crèche shall not be generally liable for injuries or accidents that occur.

12.2 INDEMNITY: Parents are to indemnify and hold harmless Little Explorers, its directors, officers, employees, and agents from any claims, liabilities, damages, losses, or expenses arising from any act or omission by the child or the parents/guardians, except where such claims, liabilities, damages, losses, or expenses are caused by the gross negligence or wilful misconduct of the crèche.

12.3 SPECIFIC LIABILITY: Where an incident involves a child, the crèche shall conduct a thorough investigation into such incident and based on findings, disciplinary actions shall be taken specifically on the individuals involved. The outcome(s) of one incident shall not form a ground for generalization.

13. EMERGENCY PROCEDURES

13.1 EMERGENCY CONTACT: Parents are required to provide and regularly update emergency contact information.

13.2 EMERGENCY SAFEGUARDS: The crèche has established emergency safeguards for various scenarios, including fire, natural disasters, and medical emergencies. Parents will be informed of these measures during the enrolment process.

14. INTERACTION BETWEEN THE CRÈCHE AND PARENTS

14.1 REGULAR UPDATES: The crèche will provide regular updates on the child's progress and any relevant information about the crèche's activities.

14.2 PARENT-TEACHER MEETINGS: Regular parent-teacher meetings shall be held to discuss the child's development and any other concerns. Parents are advised to attend.

14.3 COMPLAINTS AND FEEDBACKS AND RECOMMENDATION: Complaints, feedback, and recommendations regarding any of our services should be sent to the school via email - hello@littleexplorers.rw.

14.4 SPECIAL EVENTS: Parents are warmly invited and encouraged to participate in crèche events including celebrating their child's birthday at the crèche. They are allowed to bring in cake to the crèche premises for purposes of sharing with the class but this must be done during the morning snack (10:00 – 10:30 am) or afternoon snack (3:00 – 3:30 pm). However, a list of ingredients must be provided to the crèche by the parents to avoid any allergic reactions. Efforts should be made by parents to ensure that potential allergens, especially nuts, are avoided. Sparkling candles and sodas are strictly prohibited.

ACKNOWLEDGMENT AND ACCEPTANCE

By signing below, I acknowledge that I have read, understood, and agree to abide by the terms and conditions outlined in this agreement and same is binding on me.

Parent /Guardian Name: _____

Signature: _____

Date: _____

Parent /Guardian Name: _____

Signature: _____

Date: _____

Crèche Representative Name: _____

Position: _____

Signature: _____

Date: _____