



LITTLE EXPLORERS

No 2, KG 327. Nyarutarama. Kigali.
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Our Terms of Service

You agree to our terms of service once you enroll your child.

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

1. Enrollment and Attendance

1.1 Registration: Both parents must agree on the enrollment of their child. Parents must complete the registration form and provide all necessary documentation before a child can be enrolled.

1.2 Attendance: Parents are responsible for ensuring their child attends the crèche regularly and on time.

1.3 Absences: If your child will be absent, please inform us before 10 am.

2. Fees and Payments

2.1 Fee Structure: Fees are payable on latest 5th of every month and are also payable quarterly in advance with a 5% discount. A detailed fee structure is provided at the time of enrollment.

2.2 Late Payments: Late payments may incur a penalty fee. Continuous failure to pay may result in termination of the child's enrollment.

2.3 Refunds: Fees are non-refundable except in cases of long-term illness or withdrawal with sufficient notice.

3. Opening Hours and Pick-Up Time

3.1 Opening Hours: Our opening hours are from 7:30 am to 5:00 pm, Monday to Friday. Classes begin promptly at 9 am, so we advise parents to bring their children by 8:45 am. Late arrivals disrupt the class routine and may cause your child to miss important daily presentations. Your cooperation in being punctual is greatly appreciated.

3.2 Pick-Up Times: You may pick up your child according to the program he/she is enrolled in:

- Half-day with lunch between 12:45 pm and 1:15 pm
- Full-day between 4:45 pm and 5:40 pm

3.3 Authorized Pick-Up: If any person other than a parent/guardian is collecting a child, the school must be informed who that person is. If parents forget to inform the school, the management will contact them before allowing pick-up.

3.4 Late Pick-Ups: For late pick-ups, please inform us in advance. For repeated delays, there will be penalties as follows:

- Pick-up after 5:40 pm: 10,000 RWF

4. Health and Safety

4.1 Health and Prevention: Children with symptoms such as fever, cough, severe runny nose, diarrhea, skin rashes, or any other serious condition should remain at home. They will not be allowed to attend school to protect their health and prevent the spread of illness to others. If your child has an infectious disease, please submit a medical certificate detailing the illness and confirming that they are no longer contagious. Sick children are not admitted to school; let's respect others' right to health!

4.2 Medical Information: Parents must provide up-to-date medical information and emergency contact details.

4.3 Medication: Any medication to be administered must be accompanied by a doctor's prescription and a signed consent form from the parent.

5. The School Year

Little Explorers is open throughout the year, starting from 1st August 2024. Little Explorers is closed on weekends, Rwanda public holidays, and the end of the year. The exact dates of holidays are published on the school calendar and communicated to parents.

6. Food and Drinks

6.1 Meals Provided: We provide a healthy and diverse diet, prepared by our qualified chef in a spotless and hygienic kitchen. We believe that having all children eat the same meals fosters good food habits and encourages a sense of community. Therefore, packing food and drinks for your child is not permitted unless you have a direct agreement with the School Administration.

6.2 Dietary Needs: If your child has any allergies or specific dietary needs, please inform us, and we will accommodate them accordingly.

6.3 Meal Times: Snacks are provided at 10 am and 3 pm, and lunch is served at 12:00 pm.

7. Personal Belongings

7.1 Valuables: Children are asked not to bring toys, coins, valuables, or sweets to school, as we cannot take responsibility for any loss unless their personal belongings are clearly labeled.

7.2 Clothing: Please ensure your child is dressed in comfortable clothes and shoes suitable for daily activities. Pacifiers are permitted only during nap time for the comfort of the children.

8. Special Events and Birthdays

Parents are warmly invited and encouraged to participate in school events and celebrate their child's birthday at school. You may bring a cake to share with the class during the morning snack (10:00 – 10:30 am) or afternoon snack (3:00 – 3:30 pm), but please provide a list of ingredients to avoid any allergic reactions. Ensure that potential allergens, especially nuts, are avoided. Please note that sparkling candles and sodas are strictly prohibited.

9. Liability and Indemnity

9.1 General Liability: Little Explorers will take all reasonable steps to ensure the safety and well-being of all children. However, the crèche cannot be held liable for injuries or accidents that occur despite our best efforts to provide a safe environment.

9.2 Indemnity: Parents agree 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 willful misconduct of the crèche.

9.3 Specific Incidents: In the event of an incident involving a child, the crèche will conduct a thorough investigation. Any findings or actions taken will be specific to the incident and the individuals involved. The outcomes of one incident cannot be generalized to other children or situations.

10. Emergency Procedures

10.1 Emergency Contacts: Parents must provide and regularly update emergency contact information.

10.2 Procedures: The crèche has established emergency procedures for various scenarios, including fire, natural disasters, and medical emergencies. Parents will be informed of these procedures during the enrollment process.

11. Behavior and Discipline

11.1 Code of Conduct: Children are expected to adhere to the crèche's code of conduct.

11.2 Discipline: The crèche uses positive discipline methods. Parents will be notified of any significant behavioral issues and may be required to participate in meetings to discuss solutions.

12. Communication

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

12.2 Parent-Teacher Meetings: Regular parent-teacher meetings will be scheduled to discuss the child's development and any concerns.

13. Termination of Enrollment

13.1 Voluntary Withdrawal: Parents may withdraw their child from the crèche by providing [one month's] written notice.

13.2 Involuntary Termination: The crèche reserves the right to terminate a child's enrollment in cases of non-payment of fees, continuous disruptive behavior, or any other reason deemed appropriate by the management.

14. Amendments

14.1 Changes to Terms: Little Explorers reserves the right to amend these terms and conditions at any time. Parents will be notified of any changes in writing.

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.

Parent /Guardian Name:

Signature: _____

Date: _____

Parent /Guardian Name:

Signature: _____

Date: _____

During registration of your child, you should submit:

- . Registration form
- . Signed Copy of Our Terms
- . 1 copy of parent's and child's passport (or child birth certificate, if no passport yet)
- . 1 copy of the child's certificate of vaccination
- . 1 recent passport photo of your child
- . The copy of the bank payment of the registration fee (100,000 RWF)

We can make photocopies for you if you come with original copies

School requirements to be brought to school on the first day:

- . 1 package of diapers + cream/lotion for children not potty trained.
- . 1 box of tissues and 1 of wipes (*required every month*)
- . 1 box of big markers or big coloured pencils or big wax crayons
- . 1 toothpaste and toothbrush

Your child should bring daily a labelled bag containing:

- . Extra sets of clothes
- . A plastic zipper bag for dirty/wet clothes
- . Anti-slippery socks or slippers
- . Sunscreen and cap (if necessary)
- . 1 toothpaste and toothbrush

School fees are payable monthly and are due by the 5th of each month. Please provide proof of payment (such as a bank slip, screenshot, or transfer confirmation) to the receptionist. Invoices are available upon request.