

## Terms and Conditions

### **Introduction**

Daffodils Nursery, Doha management and staff would like to welcome you on board and wish you and your child a journey full of wonderful memories and accomplishments. We kindly request you to take a moment and read through this policy and procedure manual to ensure the best for you and your child's experience at Daffodils Nursery, Doha.

### **Registration & Fees**

An amount of QR 1000 non-refundable Registration fee along with the monthly fees is required upon admission. There is a 10% discount on sibling's fees and/ or pre-arranged companies. Only one discount will apply.

Nursery fees are payable in advance via bank transfer or in cash before the 2nd of each month. Any late payments received after the 2nd of the month will incur late payment fees of QR 100. All fees are payable via bank transfer or by cash. There will also be a nominal fee for the books provided by the Nursery.

Any absences due to holidays, sickness or leave will be charged at the full monthly rate. You are liable to pay the full fees even if your child is absent from the nursery for any reason or even if your child attends the nursery for 1 day in a month. If you fail to pay the fees for the month it will be considered as discontinuity and upon resuming you will be required to pay the Registration fee.

### **Contract**

Upon your child's registration you are entering into a contract and a commitment between Daffodils Nursery, Doha and you, the parent. You are obligated to abide by this contract from the date you registered your child until you withdraw your child.

Once the contract is signed Daffodils Nursery, Doha is committed to taking care of your child and the parent is committed to paying for the service. We therefore have a binding contract. If your child does not attend Daffodils Nursery, Doha for any length of time and the fees have not been paid, then Daffodils Nursery, Doha has the right to withdraw your child.

### **Termination / Cancellation**

Daffodils Nursery, Doha requires one month's written notice by email, should you wish to terminate a Nursery place due to Relocation/ Long vacation/ Illness/transfer to other schools or Kindergartens. Parents still remain liable for fees throughout the notice period.

Upon registration with Daffodils Nursery, your child will be registered on the Ministry of Education portal. The above-mentioned exit formality is to be followed for a transfer or discontinuity of your child from the nursery.

Daffodils Nursery, Doha reserves the right to terminate a Nursery place with immediate effect if any fees are not paid by the due date, or if a parent, guardian or child displays abusive, threatening or otherwise inappropriate behaviour.

In all other circumstances the nursery will give you one month's written notice should we wish to terminate a Nursery place for any reason.

### **Refunds/Force Majeure**

If due to unexpected or unforeseen circumstances/ force majeure the Nursery is instructed to close at any time by the Ministry of Education, the Nursery will not be held liable for any refund of fees. If the Nursery was to close at any point, then we are fully set up to continue your child's learning 'online'.

### **Nursery Holidays**

Daffodils Nursery, Doha will be closed on all Qatar official holidays as announced by the Ministry of Education. Short term breaks are scheduled occasionally and notified to parents by the Management.

### **Health & Sickness policy**

Upon arrival, the child will visit the Nurse in the Wellness Room and the parent will wait outside briefly whilst the Nurse checks the child's wellness. Only after approval from the Nurse the parent may leave.

Parents are required to inform us of any update in the child's immunization record.

Please note medication will not be accepted in the Nursery. If your child is taking medication then please let your child stay at home. If your child is sick, she/he will not be accepted into the Nursery.

If your child does not attend the nursery due to any illness for more than 3 days, a doctor's note or prescription is required when your child resumes.

If your child develops any of the below listed symptoms whilst at the Nursery, the child will be with the nurse or a staff member in a separate room and you must pick up the child from the nursery within 30 minutes of the call.

The following symptoms are:

- Fever equal to or higher than 37.8 degrees
- Persistent coughing
- Runny nose/congestion
- Muscle aches & tiredness
- Difficulty breathing
- Sore throat
- Headache
- Diarrhoea
- Vomiting

If a child is discovered to have lice, he/ she will need to be picked up as soon as possible to avoid any unwanted spreading. The child will need to be treated for the head lice and nits until clear of the condition. Upon their return, the nurse on duty at the nursery will check to confirm this and only then the child will be allowed to resume their class.

We commit our very best to ensure the safety and comfort of the children without disrupting their nursery routine. Therefore, we ask you to please abide by the Health and Sickness policy.

### **Transition/Settling Down Period**

During the transition period whilst your child is settling into the Nursery routine, we may ask you to keep the hours shorter at least for a week for the benefit of your child. It is important that your child settles comfortably and confidently without feeling any pressure. The settling down period is extremely important and we will do everything we can to ensure that this process runs smoothly.

### **Accidents and Incidents**

Daffodils Nursery, Doha provides a full-time qualified nurse who reserves the right to administer first aid and basic treatment when necessary.

Parents will be informed of all accidents and incidents. For accidents of a more serious nature, involving hospital treatment, all attempts will be made by the Nursery staff to contact the parents but failing this, Daffodils Nursery, Doha are hereby authorised to act on behalf of parents to initiate necessary treatment. For serious injuries upon getting a call from the Nursery, parents are required to pick up their child within 30 minutes from the time of the initial call.

### Allergy Information

Parents are requested to inform the Nursery of any food, medicine, activity or any other circumstances that may cause the child to have an allergic reaction/ allergy. Parents must provide details, in writing, of the severity of the reaction/ allergy and must continue to inform the Nursery of any changes/progress to the condition, in writing, when they become aware. Parents are requested to update the Nursery for any changes in the records of the child.

### Health & Nutrition

The Nursery encourages and promotes healthy food which includes fruits, vegetables, healthy carbohydrates, protein and dairy. Therefore, the following items are not permitted and will be returned home: Nuts, chocolate, chocolate cake, chewing gum, lolly pops, sugary food, flavoured milk, popcorn and heavily fried foods.

### Safety

Safety of the children is our number one priority therefore we have implemented the following safety measures:

- We have a full-time security guard who is on the gate at all times.
- We have a dedicated hygiene officer to supervise and maintain the hygiene of our nursery on a daily basis.
- We have a camera system that covers all areas of the nursery.
- We run regular fire drills to ensure our staff and children act in the safest and quickest manner.

Under no circumstances will the child be allowed to leave the Nursery with anyone unknown to Nursery staff unless the parent has previously arranged for this and informed in advance. If the parent has made alternative arrangements by telephone, the Nursery will require the name, ID and contact number of the person permitted to collect the child and proof of identity will be required upon arrival at the Nursery. A list of responsible adults who are authorised to collect the child should be given to the Office.

### Personal Belongings

Although every reasonable effort will be made by the Nursery staff to ensure the children's belongings are not lost or damaged, Daffodils Nursery, Doha cannot be held responsible for any loss or damage to children's property. Practical 'inexpensive' and comfortable clothing is strongly recommended for children attending the Nursery. Jewellery is not permitted and requested to be removed by the parent.

### Use of Photography within Daffodils Nursery, Doha

Photos are regularly taken of the children during their activities. These photos are used for either:

Class Dojo groups – photos are sent via these groups to share with the parents.

From time to time, we may use some images to upload for Advertising (Facebook, Website, Flyers etc).

Please tick your option:

I consent to use my child's photographs for Marketing purposes.

I do not consent to use my child's photographs for Marketing purposes.

### Agreement

These Terms and Conditions represent the entire agreement and understanding between the parents and the Daffodils Nursery, Doha. The nursery reserves the right to update / amend these Terms and Conditions at any time. One month's notice will be given for any changes made.

I hereby accept that I have read, understood and received a copy of the above Terms and Conditions (please sign below):

Name: \_\_\_\_\_ Date: \_\_\_\_\_ Sign: \_\_\_\_\_