



*a journey of a thousand miles begins with the first step*

**TM**

## **VISION:**

### **To be a Centre of Choice**

Striving to provide the Highest Quality Childcare and Educational Service that promotes and enhances each child's development; while assuring our parent's peace of mind in the care and service we render.

## **MISSION STATEMENT:**

Milestones ECD Centre will provide a safe, nurturing and developmentally appropriate program which fosters active learning, support for the whole child, and a child friendly environment.

## **VALUES:**

### **Milestones ECD Centre's Values are underpinned by the following Ethos:**

- We foster innovation.
- We embrace team work.
- We strive for excellence.
- We respect and support families.
- We commit to service at all levels.
- We respect and appreciate diversity.
- We actively listen and seek to understand.
- We communicate openly and productively.
- We use resources creatively and responsibly.
- We abide by the DBE Code of Ethics and Statement of Commitment.

**At Milestones ECD Centre each child in our care will have A Brighter Day, every day.**



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## Registration Form

Please note that details contained in this form are held in full confidence by management at Milestones Early Childhood Development Centre

✓ (Tick appropriate box)

Branch	Where did you hear about us?						
Mondeor	<input type="checkbox"/>	Our website	<input type="checkbox"/>	Facebook	<input type="checkbox"/>	OLX	<input type="checkbox"/>
Linmeyer	<input type="checkbox"/>	Google	<input type="checkbox"/>	Word of Mouth	<input type="checkbox"/>	Gumtree	<input type="checkbox"/>
Kenilworth	<input type="checkbox"/>	Jozikids	<input type="checkbox"/>	Flyers	<input type="checkbox"/>	Mobile Ads	<input type="checkbox"/>
	<input type="checkbox"/>	SA Child	<input type="checkbox"/>	Street litter bins	<input type="checkbox"/>	Other	<input type="checkbox"/>

Please state other \_\_\_\_\_

### 1. Child Details

Surname \_\_\_\_\_

Name \_\_\_\_\_ (by which child is known) \_\_\_\_\_

Date of birth \_\_\_\_\_ Gender \_\_\_\_\_

Race \_\_\_\_\_ Religion \_\_\_\_\_

Enrollment date \_\_\_\_\_ Home language(s) \_\_\_\_\_

Allergies and / or medical conditions \_\_\_\_\_

Uniform size \_\_\_\_\_

Previous crèche attended \_\_\_\_\_ How long? \_\_\_\_\_

Any important information for Milestones to know \_\_\_\_\_

Doctors/Medical Aid Details \_\_\_\_\_

**2. Mother / Guardian's Details**

Title: \_\_\_\_\_

First name \_\_\_\_\_ Surname \_\_\_\_\_

ID Number \_\_\_\_\_ Relationship to child \_\_\_\_\_

Residential address \_\_\_\_\_

Postal Address \_\_\_\_\_

Home telephone number \_\_\_\_\_ Work telephone number \_\_\_\_\_

Cell number \_\_\_\_\_ E-mail address \_\_\_\_\_

Mom's occupation and place of work \_\_\_\_\_

**3. Father / Second Guardian's Details**

Title: \_\_\_\_\_

First name \_\_\_\_\_ Surname \_\_\_\_\_

ID Number \_\_\_\_\_ Relationship to child \_\_\_\_\_

Residential address \_\_\_\_\_

Postal Address \_\_\_\_\_

Home telephone number \_\_\_\_\_ Work telephone number \_\_\_\_\_

Cell number \_\_\_\_\_ E-mail address \_\_\_\_\_

Dad's occupation and place of work \_\_\_\_\_

Someone who can be contacted in an emergency (other than parents) Compulsory

1) Name \_\_\_\_\_ Contact number \_\_\_\_\_

2) Name \_\_\_\_\_ Contact number \_\_\_\_\_



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## Terms and Conditions

### 2018 FEES (For the duration of the contract)

**NB: Fees are payable in advance, not in arrears on or before the 2nd of each month.**

**December fees for Grade R are already included in the monthly fees and are calculated from start date to November of each year.**

Fees for other grades are calculated from start date to **DECEMBER**

**NB: This is a legally binding contract and its valid for the duration**

***A sibling discount will be given to one of the two or more kids from the same house with the same surname registered in our Centre. However, breach of any fees rules will be an immediate disqualification for the discount***

1. **Registration** fee is payable for all new enrolments and defaulters only.
- 1.1 **A pro-rata fee will be charged for registering before fees due date.**
2. Registration includes Stationery, uniform suit (navy) (Compulsory and non-refundable)
3. Returning Grade R clients gets (Stationery)
4. Discount is applicable for fees paid in advance (See fee structure)
5. If fees are not paid by the 2<sup>nd</sup> of every month services will be suspended immediately, meaning the child will be sent away with whoever is bringing him/her and won't be allowed on the premises until all fees in arrears including penalty fees are paid in full.  
NB : (Except if a satisfactory arrangement is made with the office prior to the said date and a debt acknowledgement is signed) No prior arrangement -No attendance.
- 5.1. Under no circumstances will a new child be accepted without a complete, signed application form and a full payment.
- 5.2 **No fees – No attendance**
6. The full amount is payable before December and no notice from the 1<sup>st</sup> of October will be accepted.
- 6.1 **Only a parent responsible for payment of fees should sign if the other does not have source of income.**
- 6.1.1 **Previous Centers:** The Centre reserves the right to do reference checks with the previous centers attended and do credit checks.
- 6.2 All fees outstanding from the month not paid to the end of this contract including late payment penalties are subject to a collection commission which includes attorney/client and tracing fees, which will be for the account of the client.
7. **Bank Teller cash** payments attract bank charges and they will be for the account of the client and will reflect on your next invoice. (EFT and ATM payment preferred)
8. **A R200.00 penalty** will be charged for fees paid after the 2<sup>nd</sup> day of the month except if the 2<sup>nd</sup> falls on a weekend or public holiday but the fees must be paid on the day the child comes to school, be it the 3<sup>rd</sup> or the 4<sup>th</sup>. (See Clause 5.1.1.)
- 8.1 Any child older **than 14 months** gets potty-trained (Compulsory) only between August and April only.

**NB: Grade R fees are calculated over 11 months.**

**9. Fees are subject to an annual increase**

**9.1A non- refundable fee of R250 is required before the 20<sup>th</sup> of Nov each year to reserve space**

for your child for the following year. Then your January fees will be less R250.  
 9.2 Basic requirements are compulsory, failing which your fees will be short of R150 which will be deducted for basic requirements.

**Banking details:**           **Milestones Day Care**  
    **FNB**  
    **The Glen Mall**  
    **Current Acc 62251234656**  
    **Branch code 25960**  
    **Reference (Childs name & Surname)**

To avoid embarrassment please bring the child with proof of payment (It is your responsibility to provide proof of payment on a monthly basis)

**NO CASH WILL BE ALLOWED - EFT payment is preferred**

**NB: All monthly fees include extra mural activities**

2018 FEES (KEN)		FULL DAY 6:00 AM – 6:00 PM	
2018 FEES (KEN)	FULL DAY 6:00 AM – 6:00 PM	HALF DAY 6:00 AM -13:00 PM	MONTHLY FEE
GRADES	Registration Once-off	ANNUAL FEE	MONTHLY FEE
6 MONTHS – 12 MONTHS	R250	R10,800.00	R900.00
13 MONTHS – GR 00 (New)	R950 incl.1x Ex/mural	R10,800.00	R900.00
13 MONTHS – GR 00 Returnee	R450 Stationery	R10,800.00	R900.00
GR. R (New)	R950	R13,640.00	R1240.00 (X 11)
GR. R. Returnee	R600	R13,640.00	R1240.00 (X 11)
RESERVATION FEE 2018	R250	NB: January fees WILL BE less by R250.00 (Reservation fee)	<b>R100 (Daily)</b>

**Reservation fees can only be accepted if the concert fee is paid**

**Discounts**

- **Siblings:**           10% off second child’s lowest fees.
  - **Early settlement:** 6% discount will be allowed on settlement of full annual fees by the **15<sup>TH</sup> of JANUARY**
    - 4% discount will be allowed on settlement of full annual fees by the **15<sup>TH</sup> of March**
- NO EXTENSIONS WILL BE GRANTED**

10. Should you wish to terminate your child’s attendance, a one calendar month’s **paid notice** is required, before the 1<sup>st</sup> of October.
11. Under no circumstance will **refund** be given.
12. Half day fees are applicable up and until 13h00. (Thereafter late picking penalty will apply)Not for Kenilworth)
13. Extra mural activities and excursions, photoshoots are educational and compulsory.
14. Uniform is available at school

## Promotions

Photos and videos taken on our premises or during excursions might be used on/for our promotion material and social platforms.

## D6 Communicator

It is compulsory for all parents to download our D6 Communicator App  
Our Facebook page is Milestones ECD Centre, please visit and like.

## General-Rules

1. Proof of income and ID from a parent responsible for fees is compulsory.
- 2 If no **Proof of income (payslip or an ID and consent from the third)** party committing to paying the fees.
3. Hours are strictly 6:00 to 18h00
4. **A penalty fee of R50 will be charged from 18h00 and every 15 min thereafter, regardless of the reasons.** The staff's working hours are stipulated until 18h00, they will receive these payments, as overtime will take effect.
- 4.1 We reserve the right to terminate your contract should you refuse to pay the penalty fee.
5. Should late picking happen more than twice for more than 5mins at the end of the month all those minutes Will be added up and penalty will be charged accordingly.
6. Milestones is open during school holidays and closed during public holidays and has an annual shut down of three weeks during December from the **8<sup>th</sup> to 9<sup>th</sup> Jan 2018.**
- 6.1.1 An arrangement to bring a child from the 6<sup>th</sup> Jan can be made before the 30<sup>th</sup> of November 2017. At no extra cost. Early re-opening will depend on numbers (minimum 10 children) A maximum of 2 staff members will be available for 10 to 20 children Parents to bring lunch for the day.**

### 6.2 Aftercare:

- 6.2.1. Aftercare fees are due even when schools are closed.
- 6.2.1.2 We do not do homework, we supervise, and it is the responsibility of the parent to do a follow up.

### 6.3 **Parking:** Parents to please NOT park on THE GATE

#### Required documents

ID Copy/Passport (certified)  
Proof of Residence  
Child's birth certificate and clinic card  
And/or Third party's consent and ID copy (certified)

### 6.4 Year **End Concert (Compulsory)**

Date: 24/11/2018

#### **Graduation and Concert fees GRADE R**

R1000 for Grade R

#### b) **Closing Concert**

R800 – 1 to 5 years

All payable over 2 months from Sept.

- 6.5. Please advise the school if you cannot fetch your child and provide the details of the person who will be fetching the child. No child will be allowed to leave the school without notification from the parents.
- 6.6 We cannot prevent a legal parent without the necessary court documentation e.g. an interdict. (Except if a parent is obviously in an unacceptable state of mind or physically inept e.g. under the influence)
7. Milestones undertakes to provide normal day to day care, we cannot accept children with special needs and requirements.

- 7.1 Should we pick up any anomalies, e.g. physical or mental, amongst others the Centre reserves the right to engage parents and advice on seeking professional help. We do not have qualified personnel to deal with such and we cannot promise resounding success or breakthroughs.
- 7.2. Children should not be given sweet stuff and snacks in the morning since that affect their appetite, should they bring that to school they will be confiscated and shared among all children after school.
8. Milestones and the staff cannot be held responsible for any child who is not signed for upon arrival.
9. Between 06h30 and 08h00 in the morning is drop off time and pick up time is between 15h00 and 18h00 during this time the staff ratio will be lower since they work shifts.
10. Please ensure that you close the security gate behind you upon entering and exiting for all our safety and security.
11. Please provide an extra set of comfortable clothes.
12. Hats, caps and sun block are worn daily.
13. A small bag must be sent to school daily.
14. All clothes and belongings must be clearly marked as the school will not be held responsible for unmarked items.
- 14.1. It is compulsory to wear uniform at least on Monday, Wednesday and Friday if not every day of the week.
15. Personal toys should not be brought to school and staff will not be held responsible if they are lost or stolen.
16. Children must be taught at home to take care of toys and other play things, otherwise **'you break you pay rule' applies**
17. Baby Section: Parents to supply formula and extras such as purity, fruit and vegetables until such time that the baby can eat our meals. Also supply nappies, bum cream, wipes.
18. Please indicate on your form if your child has special dietary needs, be it related to allergies, medical or religious reasons. In this instance, you must supply your child's food and /or drinks. No Junk food will be accepted though. **We do not offer discount on fees under such circumstances.**
19. Breakfast is served at 08h15 and no later than 08h30. Please ensure that you child has eaten breakfast if you are going to be late.
20. Two years and older: Milestones follows a school readiness program and it is compulsory for that age group and a report will be issued twice a year.
21. Please ensure that your child is at school latest by 08h30. This is the time we start with the curriculum work and it is bothersome when friends come in late.
- GATES /DOORS WILL BE CLOSED AT 8:30**
- 22. Late coming and absenteeism affects the child's learning, we cannot be answerable if a child does not develop at the same pace with the rest of the other children.**
23. Parents are not permitted to ask for teachers personal contact numbers or befriend them at school.
24. Parents to please drop off and leave if they have no appointment. Hanging around disrupts our morning programme, causes traffic on the drive way/drop off zone and unnecessary delay for other parents.
25. Parents are permitted to come to school and spend the day on a voluntary basis or for a short time just to observe.
26. Parents are not allowed to contact teachers or management outside of working hours, except in the case of emergency.
27. It is the opinion of management of Milestones that a child, after intervention, is still continuously disruptive and exhibits unacceptable behavior, we are at liberty to inform you in writing that your child's attendance at Milestones will be discontinued with immediate effect.
28. The management of Milestones will not allow parents or children to insult, threaten or speak in a discourteous manner to the staff. If such behavior is encountered, Milestones reserves the right to give written notice of the indefinite suspension of services.
29. Parents are not allowed to park in front of the gate at any given time.

## MEDICATION

1. We are not allowed by the law to administer any medication, should there be a need only Paracetamol and asthma pump will be accepted on condition that they are recorded on the medication register with the correct dosage and intervals and handed over to the teacher present.  
No other medicine will otherwise be given and it is the duty of the parent to collect the medicine in

the afternoon.

## **ILLNESSES/AILMENTS**

- 1.Children with contagious illnesses must stay at home until all symptoms have disappeared. This includes Amongst others, tonsillitis, diarrhea, eye infections, mumps, measles, chickenpox, head lice etc. under these circumstances we request a certificate from the doctor stipulating that the child may return to school. If your child has a skin rash or eye infection that is not contagious according to the doctor, we require a written confirmation from the doctor.
2. We have the right to refuse attendance of your child if the above procedure was not followed and when it is clear that your child is not well and may be a threat to him/ herself, other children and staff members.
3. You must inform the school if your child contracts or has been in contact with any contagious illness or ailment e.g. .measles, mumps or chicken pox etc. If a contagious illness has been diagnosed where several children at our center are affected, a medical practitioner will be consulted and on his advice the center may be closed for a few days. Disinfecting service will take place and a report will be available for your perusal.
- 4.You will be required to fetch your child if he or she has a temperature of 38 degrees Celsius and we cannot succeed in bringing the temperature down.
5. We cannot adhere to your request to keep you child inside due to allergies, medical reasons or illnesses. There is no extra staff available to supervise such children. If a child is too sick to play outside or take part in the normal activities, he/she needs to stay at home until the symptoms have cleared.

## **INJURIES**

1. Milestones has a right to act upon any urgent and immediate medical requirements of your child and has the right to use its own discretion to determine when a situation is considered urgent and whether immediate medical care is required.
2. The staff of Milestones will perform first aid to the best of their ability, knowledge, qualifications and experience. Parents will be notified immediately if need be. In case of serious injuries first aid will be performed if possible and /or an ambulance will be called or the centre will transport the child to the nearest emergency facility where a staff member will stay with the child until your arrival. Parents are entirely responsible for all medical expenses.

*I/We, \_\_\_\_\_ herewith accept responsibility for the monthly payment of fees before the second of every month.*

*Signature/s \_\_\_\_\_*

*Witness \_\_\_\_\_ Date \_\_\_\_\_*





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**Parents/Guardian Indemnity & Consent**

I/We, \_\_\_\_\_ (full name), and ID Number

\_\_\_\_\_

\_\_\_\_\_ (full name), and ID Number

\_\_\_\_\_

being the parent/s or guardian of \_\_\_\_\_ (child’s full name) ID number

\_\_\_\_\_ hereby agree that:

I/We give my/our consent that my/our child shall take part in all the activities at Milestones Early Childhood Development Centre for the duration of the contract and I/We understand and accept that all activities are undertaken at the child’s own risk;

I/We delegate the necessary authority to the management of Milestones ECD Centre, or their nominated representatives, to act in the event of my/our child being injured in an accident or emergency, with the aim of ensuring my/our child’s best care.

I/We agree that I will be responsible for any medical costs that may arise from the treatment of my/our child after an accident or emergency;

I/We undertake to ensure that my/our emergency contact details are updated at any time that they may change, to ensure that Milestones ECD Centre representatives can contact me/us when necessary;

I/We undertake to abide by the terms and conditions of Milestones ECD Centre, as published and updated from time to time;

I/We will ensure that my/our child is kept at home or another suitable environment when unwell, as required by health regulations;

I/We undertake to inform Milestones ECD Centre personnel if my/our child contracts a contagious disease;

I/WE undertake to give one month’s written notice of my/our intention to take my child out of the crèche;

I/We agree that photos and videos taken on Milestones ECD Centre’s premises or during excursions can be used on its promotion material and platforms.

Although every necessary precaution will be taken to prevent accidents, neither Milestones ECD Centre, its proprietors, the facilitators, teachers, all employees of the school, any agents nor any other persons associated with the school will be held liable and/or responsible for any claims, loss, costs, expenses arising from accident or any injury to a child which may occur whilst the child is on the premises or at any outing by or on behalf of the school or when the child is attended to.

This indemnity shall in addition be deemed operative against any third party/person suffering damage consequent upon such injury, damage or death.

Parents forever waive on their own, as well as on the child's behalf, all and any claims of whatever nature and from whatever cause arising which the parent or the child may have against Milestones ECD Centre or any of the persons referred to in the indemnification clause

Milestones undertake that in the event where any of its personnel may have acted negligently or wilfully to the detriment of any parent or child, that the appropriate proceedings will be instituted against such personnel in the event where the parent have lodged complaint against such personnel at Milestones ECD Centre.

I/We agree that I/We have received, read and understood the contents of the handbook (**Terms and conditions**)

**Checklist (tick)**

Fees		Duration of contract	
Early & Late collection		Year end concert and closing/opening	
Notice & refund		Indemnity and consent	
Promotions		Snack Requirements	
Required documents		Attendance & absenteeism	
Potty Training		Bank Teller Cash fees	

**I/We agree that this indemnity and consent shall be applicable from the date of the signature below and shall remain in force and effect for the entire duration of my child's enrolment at Milestones ECD Centre**

Signed at \_\_\_\_\_ on this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_\_

Parent/s / Guardian

\_\_\_\_\_

Witness

**Milestones ECD Centre reserves the right to change its terms and conditions from time to time, if it is in the best interest of the centre and the child. You will receive written notification thereof.**

## BASIC REQUIREMENTS

<b>SUMMER SNACK (Monthly) - Babies Excluded</b>	<b>WINTER (Quarterly) - Babies Excluded</b>
1x 1L Oros	1x Trinco/Glen Rooibos tea 80's
4 x Biscuits(Marie) /Fruits	12x Marie biscuits/Fruits
	2kg Sugar

<b>BABIES</b>	<b>1-6 YEARS</b>
Aqueous cream/Vaseline (quarterly)	Aqueous cream/Vaseline (quarterly)
Blanket	Blanket (Small) in winter
Formula & Feeding bottles	1x Wet wipes (Monthly)
Wet wipes & Tissues	1x Box tissues and 2x toilet paper (Monthly)
+ 4x Disposable nappies	

**To avoid cross contamination of diseases, we do not encourage face cloths hence we request wet wipes.**

- Please send a change of clothes, extra underwear, etc., to allow for spills or toilet accidents.
- Outdoor play clothes suitable for the weather (e.g. sun hat, short pants, rain coat, etc.), if need be or when necessary.

***NB\*All clothing items & Bags should be labeled with the child's name or initials & Surname***

### **What not to bring to the centre**

- We prefer that children do not bring toys, costume jewelry, money, sweets etc. from home, as they could be broken or misplaced. If toys, etc. are brought in to the centre, the child must be prepared to share them.
- We will not be held responsible for any loss, damage or injury caused by stuff/objects brought to school by children.