



a journey of a thousand miles begins with the first step

TM

OUR 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.

OUR MISSION

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.

OUR 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.

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)

Mondeor	Our website	Facebook	OLX
Linmeyer	Google	Word of Mouth	Gumtree
Kenilworth	Jozikids	Flyers	Mobile Ads
	SA Child	Parenting Hub	Other

Please state other _____

1. Child Details

Surname _____
 Name _____ (by which child is known) _____
 Date of birth _____ Gender _____
 Race _____ Religion _____
 Enrolment date _____ Home language(s) _____
 Allergies and / or medical conditions _____
 Uniform Size _____
 Previous crèche attended _____ How long _____
 Any important information for Milestones to know _____
 Doctor's/Medical information _____

2. Mother / Guardian's Details

Title: _____
 First name _____ Surname _____
 ID Number _____ Compulsory _____
 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 /Company and full
address _____

Self Employed: (Please provide proof of income)

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/ Company and full
address _____

Self Employed: (Please provide proof of income)

4. Emergency information

Family doctor's name _____

Contact number and Address _____

Contact number _____

Medical aid Name and Number _____

Principal member of medical aid _____

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

1) Name _____ Contact number _____

2) Name _____ Contact number _____

Terms and Conditions

FEES 2020

This is a legally binding contract and it is valid for the duration of the contract

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

1. **Grade R fees are calculated over 12 months.**
2. Fees for all grades are calculated from start date to **DECEMBER**
3. **Registration** fee is payable for all accepted new enrolments and re- registration is paid only by defaulters
4. **A pro-rata fee will be charged for registering before fees due date.**
5. If fees are not paid by the 2nd of each 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.
We shall not entertain being referred to a parent or guardian who did not sign our contract for outstanding fees.
- 5.1 **No fees – No attendance**
6. Half day fees are applicable up and until 13h00. (Thereafter late picking penalty will apply)
NB :(Except if a satisfactory arrangement is made with the management prior to the said date and a debt acknowledgement is signed) No prior arrangement -No attendance. Should this be the case, the full amount should be settled by November
8. **NB:** In terms of family law, parents are jointly and severally liable for the payment of school fees
9. 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, and blacklisting which will be for the account of the client.
10. 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 payments are preferred)
11. A **R300.00 penalties** will be charged for fees paid after the 2nd day of the month except if the 2nd falls on a weekend or public holiday but the fees must be paid on the day the child comes to school, be it the 3rd or the 4th. (See Clause 5.1.)
12. Full month's fees should be paid for December.
13. Fees are subject to an annual increase

SIBLING DISCOUNTS:

- A 5 % discount will be given to one of the two siblings or 10% for three or more siblings from the same house with the same surname registered in our Centre. However, breach of any fee's rules will be an immediate disqualification for the discount (See clause 5,5.1 and clause 11 will also apply)

ADMISSION

1. On application all required documents should be fully completed, signed and submitted.
2. Proof of income and ID/Passport from a parent responsible for fees is compulsory.
3. ID copy/Passport or number of the second parents must be submitted.
4. If no Proof of income (payslip or an ID and consent from the third) party committing to paying the fees.
5. A parent responsible for payment of fees should sign if the other does not have source of income.
6. Registration includes, uniform suit and a backpack (Compulsory and non-refundable)
7. Previous Centers: The Centre reserves the right to do reference checks with the previous centers attended and do credit checks as well.
8. Basic requirements are compulsory, failing which your fees will be short of R150 which will be deducted for basic requirements.

Required documents

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

POTTY TRAINING

9. Any child older than 14 months gets potty-trained (Compulsory) from Jan to April and from Aug to Dec only. (Meaning no potty training in winter)
- 10 It is the responsibility of the parent to continue with potty training at home to shorten the process.
- 11.Potty training fees should continue to be paid until the child is completely trained

Banking details: **Milestones Day Care**
Nedbank South Gate Mall
Acc no.1065163495
Branch code 198675
Current Acc
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)

2020 FEES (MON)		FULL DAY 6:00 AM – 6:00 PM		HALF DAY 6:00 AM -13:00 PM	
GRADES	Registration Once-off	ANNUAL FEE	MONTHLY FEE	ANNUAL FEE	MONTHLY FEE
6 MONTHS – 12 MONTHS	R350	R20,400.00	R1700.00	N/A	N/A
13 MONTHS – GR 00 New	R700	R18,000.00	R1500.00	N/A	N/A
14 MONTHS – GR 00 Returnee	R0.00	R18,000.00	R1500.00	N/A	N/A
GR. R New	R700	R18,000.00	R1500.00 (X 12)	N/A	N/A
GR. R. Returnee	R200	R18,000.00	R1500.00 (X 12)	N/A	N/A
After-school Care (Subject to once off reg. fee)	R350	R8,800.00	R800.00	N/A	N/A
RESERVATION FEE 2019	R500	NB: January fees WILL BE less by R500.00 (Reservation fee)			

11/11/2019

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DISCOUNTS

- **Early settlement:** 5% discount will be allowed on settlement of full annual fees by the **15TH of JANUARY**

NO EXTENSIONS WILL BE GRANTED

12. Discount is applicable for fees paid in advance (See fee structure)

TERMINATION

13. No termination notice will be accepted from the 1st of October.
Should you wish to terminate your child's attendance, a one calendar month's **paid notice** is required, before the 1st of October.
14. Under no circumstance will **refund** be given.

RE-REGISTRATION

15. There is no registration fee for returning students except for fees defaulters and broken service
16. Returning Grade R clients buy (1x Printed T- shirt & short, stationery)
17. A non-refundable fee of R500 is required before the end of Nov each year to reserve space for your child for the following year. Then your January fees will be less R500.
18. Should you not indicate that your child is returning and secure his/her place we cannot help if we have reached our capacity.

PROMOTIONS/MARKETING

19. Photos and videos taken on our premises or during excursions might be used on/for our promotion material and social platforms.
20. Extra mural activities and excursions, photoshoots are educational and compulsory.

GENERAL-RULES

OPERATING HOURS

1. Hours are strictly 6:00 to 18h00.
- 1.1 GATES /DOORS WILL BE CLOSED AT 8:30am
- 1.2 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.

Kindly make drop-offs short and sweet, lingering longer causes chaos in the morning and takes the attention of the staff away from the rest of the children arriving and the ones already at school.

PUBLIC HOLIDAYS AND ANNUAL SHUTDOWN

2. Milestones is open during school holidays and closed during public holidays and has an annual shut down from December the **12th Dec to 8th Jan 2020.**

LATE COLLECTION

3. A penalty fee of R100 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. We reserve the right to terminate your contract should you refuse to pay the penalty fee.
5. Should late collection 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

AFTERCARE

6. We can only collect the child from Dalmondeor Primary School to our center @ R200 per month.
7. Aftercare drop off at Dalmondeor's (gate only) R200 per month.
8. Aftercare fees are due even when schools are closed.
9. Any other primary school, the collection/drop-off fee is subject to distance and availability of transport.
10. We do not do homework, we supervise, and it is the responsibility of the parent to do a follow up and we do not supervise any other language except English.

PARKING:

11. Parents to please park on designated parking bays not on the drop-off zone
12. Parents and their transport providers are not allowed to park in front of the gate at any given time.
13. Parents to please drop off and leave if they have no appointment. Hanging around disrupts our morning program causes traffic on the drive way/drop off zone and unnecessary delay for other parents.

ANNUAL EVENTS (Fundraising)

Year End Concert and Graduation (Attendance is compulsory) Date: 07 November 2020

Fees: TBA but Grade R parents to hire gowns and costumes for the activities
Age 1 to Pre-Grade R - parents to hire costumes for the activities

Edu-Sports (Attendance is compulsory) Date: 12 September 2020

14. Parents to advise the school if they cannot fetch their 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.
15. 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)
16. 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.
17. Milestones and the staff cannot be held responsible for any child who is not signed for upon arrival.
18. Should a child be using transport, it is the responsibility of the parent to make sure that the child is Signed for upon arrival and departure
19. 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.
- 20 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.**
21. Please ensure that you close the security gate behind you upon entering and exiting for all our safety and security.
22. Please provide an extra set of comfortable clothes.
23. Hats, caps and sun block are worn daily.
24. A small bag must be sent to school daily.
25. All clothes and belongings must be clearly marked as the school will not be held responsible for

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unmarked items even on the concert day.

26. Uniform and stationery is available at school for a fee and are compulsory on **day one**
27. It is compulsory to wear uniform at least on Monday, Wednesday and Friday if not every day of the week.
28. Personal toys should not be brought to school and staff will not be held responsible if they are lost or stolen.
29. Children must be taught at home to take care of toys and other play things, otherwise **'you break you pay rule' applies**
30. 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.
31. 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.**
32. Breakfast is served at 08h15 and no later than 08h30. Please ensure that your child has eaten breakfast if you are going to be late.
33. 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.
34. Parents should not expect staff to fetch their children from the car whilst they are busy on the phone or with other things.
35. It is the duty of the staff to make sure that the gate is closed therefore staff cannot be expected to wait and watch the parent do his or her other things before coming in or leaving the premises. Whilst other duties and children are left unattended Should that be the case please notify the staff that you will take a moment and notify them when ready to leave.
36. Parents are permitted to come to school and spend a short time on a voluntary basis just for observation.

COMMUNICATION

37. **Parents are not permitted to ask for teacher's personal contact numbers or befriend them at school. NB: Under no circumstance are we going to communicate via WhatsApp. Should such communication take place between a parent and our staff member concerning a child we reserve the right not to honor it and we shall not be held accountable for the consequences thereof.**
38. **Parents are not allowed to contact management outside of working hours, except in a case of emergency.**

D6 COMMUNICATOR AND SOCIAL MEDIA

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

MEDICATION

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

ILLNESSES/AILMENTS

1. Milestones reserves the right to ask the parents to seek medical advice or care should we suspect or see symptoms of a contagious disease or illness to protect all concerned and contain the spread of such.
2. 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 is ready to return to school.
3. If your child has any illness e.g. skin rash or eye infection that is not contagious according to the doctor,

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- we require a written confirmation from the doctor.
4. 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.
 5. The Centre must be informed 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.
 6. You will be required to fetch your child if he or she has a temperature of more than 37.5 degrees Celsius and we cannot succeed in bringing it down.
 7. We cannot adhere to your request to keep your child indoors 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.

PROFESSIONAL INTERVENTION

Milestones ECD promotes inclusive education and aims to give equal opportunities in developing an all rounded individual. Having said that, are in no position nor are we qualified to fully assess children's physical, mental and social capabilities. If we suspect developmental anomaly, we will advise the parent to seek professional advice.

UNHEALTHY/ABNORMAL/UNRULY BEHAVIOR

1. 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.
2. The management of Milestones will not allow parents/guardians 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.
3. Should we pick up any anomalies, e.g. physical or mental, amongst others Milestones will engage parents and advise them to seek professional advice. Since we do not have qualified personnel to deal with such and we cannot promise resounding success or breakthroughs.
4. We reserve the right to terminate the contract should a parent not co-operate since we are not qualified to deal with anomalies.
5. Milestones undertakes to provide normal day to day care and supports the concept of inclusion however we cannot accept children with serious special needs and requirements.

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.
3. Parents are entirely responsible for all medical expenses.

I/We, _____ herewith accept responsibility for the monthly payment of fees on or 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.

CONSENT CLAUSE: *(Future consumer/debtor)*
Application form and/or Contractual Agreement

The consumer/debtor consents to and authorises **[Milestones Day Care t/a Milestones ECD Centre]**, the supplier, service and/or credit provider, as the case may be, to: -

- a) contact, request and obtain information at any time from any supplier, service or credit provider (or potential credit provider) or registered credit bureau in order to assess the behaviour, profile, payment patterns, indebtedness, whereabouts, and creditworthiness of the consumer / debtor; and
 - b) provide information about the behaviour, profile, payment patterns, indebtedness, whereabouts, and creditworthiness of the consumer / debtor to any registered credit bureau or to any supplier, service or credit provider (or potential credit provider) seeking a trade reference regarding the consumer's/debtor's dealings with the supplier, service and/or credit provider.
-

NOTICE: *(Current consumer/debtor)*
Invoice / Statement

[Milestones Day Care t/a Milestones ECD Centre] is affiliated to TPN Credit Bureau, a registered credit bureau, all account payment profiles, patterns and behaviour is recorded monthly with the credit bureau for the purposes as per the National Credit Act.

I/We agree that this 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

BASIC REQUIREMENTS

SUMMER SNACK (Monthly) - Babies Excluded	WINTER (Quarterly) - Babies Excluded
1x 1L Oros	1xTrinco/Glen Rooibos tea 80's
3 x Biscuits(Marie) /Fruits	09 x Marie biscuits/Fruits
	2,5kg Sugar

BABIES	1-6 YEARS
Aqueous cream/Vaseline 500ml (quarterly)	Aqueous cream/Vaseline 500ml (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	

NB: Failure to provide these or on time is unfair to other parents and R150 WILL BE DEDUCTED from the next payment of fees.

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.