

Terms and Conditions

(To be reviewed annually)

1. Raffles Early Childhood Centre (ECC) Fees – Please refer to the fee structure.

ECC Fees include:

- 1.1 Annual Fees: For current Academic Year Fees, please refer to the Fee Structure available at www.rafflesecc.com
- 1.2 Non-refundable Registration Fee of AED 3,000 which is offset against the third term fee.
- 1.3 Non-refundable Medical Fee of AED 500 (subject to 5% VAT)

2. Additional Costs

Additional costs include but are not limited to:

- 2.1 Educational and field trips that may be organised from time to time may incur additional costs which will be intimated on a case-by-case basis. Fees payable for such trips will be payable separately to all other fees.
- 2.2 Voluntary excursions or other events for which costs are incurred.
- 2.3 Late classes and holiday camps may be offered at an additional cost.
- 2.4 Lunch and Transport may be offered at an additional cost.
- 2.5 Uniform

3. Payment

The academic year is divided into three terms. The first term runs from September to December. The second term is from January to March and the last term is from April to June. The ECC calendar which is available at www.rafflesecc.com contains information regarding term start and finish dates.

- 3.1 The Parent/s agrees to pay the non-refundable Registration Fee within five days of the offer to secure the student's place.
- 3.2 The Parent/s agrees to provide payment for the Academic Year in full or in three termly payments. Payment can be submitted by cheque on or before 1st September; 1st January; and 1st April.
- 3.3 Alternatively, the Parent/s can pay by way of credit card, bank transfer or cash for the entire Academic year or by term, whereby payment is received on or before 1st September; 1st January; and 1st April.
- 3.4 (for new students) If a student joins the ECC mid-year and requires that a place be reserved for them from the start of the Academic Year, meaning that no other student is able to take the place, then the full Term's fees will need to be paid as per the Tuition Fee Schedule.
- 3.5 Should a cheque be dishonoured for any reason whatsoever, an administration fee of AED 200 for each cheque returned will be levied.
- 3.6 If payments are not received by the due date, Raffles ECC may, at its discretion, suspend the student's attendance at the ECC and take such action as is deemed necessary as per the prevailing rules and regulations of KHDA.
- 3.7 (for returning students) A non-refundable Re-Registration Fee is payable for active students who will continue with Raffles Early Childhood Centre for the immediate academic year and must be submitted within the deadline given in any academic year. Failure to meet this deadline will result in the student having to re-apply as a new student and subject to the waiting list for the relevant academic year. The Re-Registration Fee will be deductible from third term's fees.

4. Billing

The Parent/s or Guardian, whose signature appears on the Application for Admission Form or these Terms and Conditions, shall be jointly and severally liable to Raffles ECC for the payment of outstanding fees.

5. Refunds

- 5.1 Registration, Re-registration and Medical fees are not subject to refund.
- 5.2 Registration and Re-registration fee paid cannot be deferred or carried forward to next term or adjusted towards fee due for sibling.

- 5.3 Where child does not attend class even for a single day during the Term: Provided written notice is given to ECC Manager or Admissions Office of the intention not to join the ECC prior to the start of Term, registration fee of AED 3,000 will be deducted and the balance tuition fee paid will be refunded. If the written notice is received on or after the start of Term, 50% of the tuition fee or AED 3,000, whichever is higher, will be deducted and balance fee will be refunded.
 - 5.4 Where child attends class even for a single day during the Term: Provided written notice of withdrawal is given within 4 weeks from the start of Term, 50% of the tuition fee or AED 3,000, whichever is higher, will be deducted and balance fee will be refunded. NIL refund applies if the written notice of withdrawal is received after 4 weeks from the start of Term.
- 6. ECC attendance schedule: Flexible days (2/3 days in a week)/ Regular 5 days in a week:**
- 6.1 Children opting for flexible attendance at the ECC (2/3 days in a week) can attend only on the weekdays selected at the time of enrolment. Your child will not be permitted to adjust any lost days (for whatever reason including medical reasons) by attending any day other than the weekdays selected.
 - 6.2 Our ECC prepares children for a smooth transition to school and therefore children completing 3 years of age by the 31st of August in the academic year and older should attend the regular 5 days in a week.
 - 6.3 Exceptions to the above will be considered on a case-to-case basis, especially for medical reasons.
- 7. Documentation**
- 7.1 (For new students) Parent/s shall undertake to provide all documentation required by the ECC to complete student registration. All documentation of this nature must be provided by the Parent/s to the ECC Manager or Raffles ECC Admissions Office. This includes, but may not be limited to:
 - 7.1.1 One copy of student's and parents' current and valid passport
 - 7.1.2 One copy of student's and parents' current and valid UAE residency visa
 - 7.1.3 One copy of student's birth certificate (in English or Arabic only)
 - 7.1.4 Two color passport photographs of the student
 - 7.1.5 Copy of student's immunization records
 - 7.1.6 Completed Clinic/Permissions Pack
 - 7.1.7 Signed copy of the Terms and Conditions
 - 7.1.8 It is the Parent/s responsibility to ensure all documentation is provided before the student starts attending. Raffles ECC will not take responsibility for incorrect documentation or missing documentation that may result in a student not being fully registered at the ECC.
 - 7.2 Failure to submit all required documents may result in the student's start date being delayed. The Raffles Early Childhood Centre may also take other action as is deemed necessary as per the prevailing rules and regulations of KHDA.
 - 7.3 Parents undertake that all documentation submitted to Raffles ECC is correct, genuine, and complete.
 - 7.4 Parents confirm that all information provided in the application and admissions documentation is true and accurate.
 - 7.5 Registration of the student's enrolment with KHDA: It is mandated by the regulatory authorities KHDA, that on enrolment, copy of the Emirates ID of the student and both parents be submitted at the ECC, until further procedures are introduced by KHDA.
- 8. Code of Conduct**
- 8.1 Parents agree to maintain and uphold their responsibilities outlined within the Raffles ECC Welcome Pack, Clinic /Permissions Packs and Parent Charter (Appendix 1).
 - 8.2 The ECC reserves the right to vary or reverse any decision regarding the student admission made based on inaccurate, untrue or incomplete information or where a child's specific needs prove to be such that the ECC resources and/or facilities are insufficient to meet these special requirements.

9. Contact Information

- 9.1 Parents agree to inform the ECC Manager/ Raffles ECC Admissions Office of any changes to their contact details, ensuring that they can be reached at any time via email, SMS and telephone.
- 9.2 Parents ensure that the ECC Manager is provided with the names and details of two emergency contact adults who will take responsibility for the care of the child should an unexpected event or emergency occur and neither parent can be contacted.
- 9.3 Should a child not be collected at the end of the ECC hours, the parent will be contacted for collection. If the parent is unavailable, the emergency adults will be contacted to collect the child.

10. Promotions

Promotions will be considered if children are assessed as developmentally ready for being promoted to the next age grouping any time during the academic year.

I have read and fully understand the Terms and Conditions for Admission to Raffles ECC and confirm acceptance of these Terms and Conditions contained herein.

Parent/Guardian Signature

Name.....

Date.....

Parent/Guardian Signature

Name.....

Date.....

Appendix 1 – Parent- Early Childhood Centre Charter

1. Introduction

At Raffles ECC we promote positive partnerships between the parents, teachers and management in the knowledge that our children's learning opportunities are greatly enhanced by spirit of mutual trust, collaboration and respect between all parties.

2. Raffles Early Childhood Centre promise

- 2.1 Your child will be inspired and encouraged by highly qualified early years practitioners that will instill a lifelong love of learning.
- 2.2 Your child will be challenged by a world-class curriculum to achieve individual development milestones and academic success in a safe and welcoming international environment.
- 2.3 Your child will attend an Early Childhood Centre that actively promotes its core values.
- 2.4 Your child will be given differentiated opportunities to reach their Early Learning Goals.

3. Innoventures Education guiding statements

Core Values

Achievement | Collaboration | Innovation | Integrity | Respect | Responsibility

Vision

To provide world-class education to empower students with a holistic rigorous and international education for success in an ever-changing world.

In line with the Early Childhood Centre promise, core values and vision we have expectations for each valued part of our community.

4. We expect each parent or guardian will:

- 4.1 Actively support the Early Childhood Centre, its ethos and core values
- 4.2 Work in partnership with administrative and academic staff.
- 4.3 Inform the Early Childhood Centre promptly of any concerns and work together to resolve issues appropriately and politely.
- 4.4 Respond promptly to any concerns raised by a member of staff.
- 4.5 Understand and respect the need for confidentiality when dealing with sensitive issues.
- 4.6 Show respect to academic staff in all forms of communication.
- 4.7 Understand that all children are likely to experience challenges sometimes.
- 4.8 Ensure regular and punctual attendance each day.
- 4.9 Ensure all children are collected punctually each day.
- 4.10 Make every effort to attend Parent/Teacher Conferences
- 4.11 Understand that if any evidence arise that respect and tolerance has not been used in any communication channel from parents, it could result in further application not being considered with other Innoventures Education Early Childhood Centre and schools.

5. We expect each teacher will:

- 5.1 Act as a role model to our students, actively promoting the school's core values.
- 5.2 Differentiate all lessons to meet the needs of all students.
- 5.3 Ensure each lesson provides opportunities for students to reach their Early Learning Goals
- 5.4 Engage with parents and provide clear attainment reports.
- 5.5 Always present a professional image and act in a professional manner
- 5.6 Effectively communicate with parents and provide opportunities for parental involvement in learning.
- 5.7 Deal with any questions or queries with integrity whilst respecting the need for confidentiality when dealing with sensitive issues.
- 5.8 Offer support where behaviour is at odds with the core values.
- 5.9 Be fully aware of the ECC's Health and Safety and Child Protection procedures.
- 5.10 Be aware and follow all Early Childhood Centre policies.

5.11 Will understand that if staff is identified as not actively promoted our core values, it will be raised to higher management.

6. We expect each Early Childhood Centre Managers will:

- 6.1 Act as a role model to our students and teachers, actively promoting the Early Childhood Centre's core values.
- 6.2 Offer support to the best of their ability to meet the needs of all students, teachers and parents.
- 6.3 Always present a professional image and act in a professional manner
- 6.4 Effectively communicate with parents and provide opportunities for parental involvement in learning.
- 6.5 Deal with any questions or queries with integrity whilst respecting the need for confidentiality when dealing with sensitive issues.
- 6.6 Be fully aware of the Early Childhood Centre's Health and Safety and Child Protection procedures.
- 6.7 Be aware and follow all Early Childhood Centre policies.
- 6.8 Keep parents involved in the learning by actively posting on the recommended social media platforms with Innoventures Education
- 6.9 Create a nurturing, happy, safe learning environment for all students.
- 6.10 Will understand that if staff is identified as not actively promoted our core values, it will be raised to higher management.

7. Conclusion:

The Parent-Early Childhood Centre Charter is created for the greater good of our community and should be used in conjunction with the Early Childhood Centre's social media Policy and Terms and Conditions. At Innoventures Education, we promote respect, tolerance and encourage positive relationships in all our communication, and work towards developing such relationships with our parent community.

I have read and understand the expectations of the parent of a Raffles Early Childhood Centre and hereby agree with the points stated above. I will honour the Parent-ECC Charter by following the expectations set out.

Parent/Guardian Signature

Name.....

Date.....

Parent/Guardian Signature

Name.....

Date.....