



Little Coconuts Early Learning Center Co, Ltd 157 /
157 / 53 Moo 1
Thambon Bophut, Koh Samui
Suratthani, Thailand, 84320

GENERAL

1. **Opening hours** - 8am – 4pm Monday – Friday
2. **Child's age of entry to nursery** - 1 year - 6 years
3. **Registration form** - parents will be asked to complete a registration form prior to their child's admittance into the nursery.
4. **Signing in and out** - It is essential that parents/carers always sign in and out and notify a member of staff of their arrival and hand over their child to member of staff.
5. **Person authorized to collect** - We must be informed if anyone other than the parent/carer or the persons mentioned as authorized to collect your child changes. You would then need to send the nursery a photo and give a password which you would have issued to the person collecting the child. The nursery closes promptly each day at 4:00pm. If you are late the charge is 200 baht for the first 15 minutes, with an additional 200 baht for every 5 minutes thereafter.
6. **Classroom disruption / Children's arrival time** - To make the day meaningful to the child and to avoid disruption to the routine e.g. Learning Lunch and Sleep/rest times parents are requested to ensure that their child is present by 9.00am if a child is not in by that time they would have to wait till 12.00pm to be admitted for the afternoon session, when all children would have woken up and started their afternoon activities and routines. Only in exceptional cases, and with prior notification, will children be admitted after 9am and before 12 noon at the Manager's discretion.
7. **Children's clothing** - The nursery requests that each child is provided with 2 complete changes of clothes.
8. **Sickness / illness** - The nursery does not accept children with rashes, fever, running nose, diarrhea or vomiting. Parents are requested not to send their child to the nursery if he or she is suffering from any of these symptoms above. A full period of 48 hours should have passed without any of these symptoms being present before a child can return to nursery.
9. **Nursery fees** - We are afraid that we **cannot** offer any refunds for any circumstances. This includes for child sickness, family holidays, visas or any other absence during any weeks the Nursery is open. From time to time the nursery may need to close unexpectedly due to Government holidays / rules or any other emergency that is out of the nursery's hands. **Please note NO refunds** will be issued for this period. If you wish to take your child out of the Nursery, we ask for written notice to the manager at least 4 weeks beforehand.
10. **Prescribed medication** - we do not accept or take any responsibility for any prescription medicine of any kind to be administered to a child at the nursery.
11. **Toileting** - We promote independent toileting for all children who are 3 years old and over. Children are encouraged to ask a member of staff if they need to use the toilet. This arrangement enables toileting to be more closely monitored by staff who are then on hand to supervise cleaning and hand washing afterwards.

12. **Notice of absence** - parents must inform the nursery by 8am if your child will not attend.
13. **Meals and snacks** - we provide a healthy meal and 2 snacks per day; water and fresh cows' milk are freely available. Menus for the month are posted on the wall, if your child has an aversion or allergy to any of the food please advise the Manager when you enroll your child.
14. **Insurance** - all parents must sign up their child with our nursery accident insurance.
15. **Personal property** - please don't bring any valuables into the nursery. The nursery will not take any responsibility for any loss or damage that may occur to these items.
16. **Health and safety policy** - all accidents and any incidents are recorded in the *Accident Report Book*. All accidents are accurately notified to the parent/carer as soon as possible. We aim to provide a safe and healthy environment for your child. Parents/carers must provide a minimum of two emergency telephone numbers that can be contacted in the event of an incident.
17. **Reporting of any accidents / incidents from home** - parents are required to report to the nursery/manager of any accident that their child may have had at home.
18. **Security** - your child will not be allowed to leave with anyone who is not known to us and of whom we do not have prior knowledge as a designated carer.
19. **Photograph policy** – parents will be asked to sign a consent form to give us permission to take photos / video of your child and use in our printed and other online publicity.
20. **Distressed children** - If your child cannot be quieted from crying within a reasonable time period and appears distressed, you will be informed. If your child is crying as you enter the nursery, please try to comfort him/her before you leave.
21. **Unacceptable behaviours** – We do not tolerate or accept hitting, punching, biting, pulling hair, pinching and kicking staff or other children or destroying toys and/or supplies.
22. **Fire evacuation procedure** - parents and children must be aware of the evacuation procedure, which is clearly posted in all class rooms.
23. **Registration fee** of 3,000 baht will be due upon your child joining the nursery. If you are an existing customer and leave without prior notice or you don't inform us about your child's illness etc., and in the future you wish to return your child to Little Coconuts then you will incur this charge.
24. **Little coconuts have only 15 statutory Thai holidays per year.** (These days will not be cut from your regular payment scheme). We will also have teacher training days during the course of the year. (If the course falls during the week day we will inform you with plenty of notice about these dates). On occasion Koh Samui does suffer from power cuts. If this is the case we will inform the parents and ask to pick up their child at their earliest convenience.

Please see our yearly calendar attached in our information pack.
25. **Child / parent vacation** if parents are taking their child / family on vacation / holiday you must pay your nursery fee payment in full prior to leaving to secure your child's placement. If parents don not pay prior to your vacation then you incur the 3,000 baht registration fee which is payable to all parents attending the nursery.

26. **Term dates** our nursery follows the term dates of the international schools on Samui. Children that are now in the yellow classroom and will be moving to the green room in their next term dates will have to admit their child into full time basis only. One month full day is from 8am – 4pm.

I have read and fully understand this contract and will abide by Little Coconuts Nursery rules.

Childs name: _____ DOB: _____

Parents Name: _____ Tel: _____

Parents sign: _____ Date: _____

Owner signed: _____ Date: _____