

Terms and Conditions

By using our Services, you are agreeing to the below terms and conditions.
Maple Bloom Limited (Company No: 146762425) is Trading as Maple Bloom Pre-school.

1) Registration

- 1.1 To register and reserve a place at Maple Bloom Pre-school, a non-refundable registration fee of \$500 is payable for each child registered.
- 1.2 Each sibling/s of a child currently registered or attending Maple Bloom Pre-school would receive a reduction of \$250.00 on the registration fees.
- 1.3 Registration Fee is non-refundable and non-deductible from fees.

2) Fees

- 2.1 All fees are payable termly and paid fully in advance prior to the term start by the due date.
- 2.2 Invoices will be emailed to the registered bill payer prior to each term. If the bill payer has not received an invoice, it will be the responsibility of the bill payer to inform the pre-school.
- 2.3 Acceptable forms of payment are direct bank payment to nominated account, Card Payment at the pre-school reception or cheque payment (Cheques need to be cleared in account by due date). All payments must be received by the due date in advance.
- 2.4 We do not accept cash payments.
- 2.5 Payments can be made in USD or at the equivalent conversion rate in TZS.
- 2.6 American Express payments will incur a surcharge of 3%.
- 2.7 All Extra Sessions, Trips, Extra-Curricular activities and any other extras must be paid in advance. Payments can be made via Debit/Credit Card over the phone or at the pre-school.
- 2.8 Any cheque payment/s unaccepted or returned by our bank will incur a fee of \$100.00.
- 2.9 On any occasion when we have to write to you regarding outstanding and overdue fees a charge of \$50.00 per occasion will be automatically applied to your child's account.
- 2.10 Children may be excluded from the pre-school if the fees remain outstanding more than 7 days beyond their due date and registration may be terminated. Any outstanding fees during the exclusion period or after termination will still remain payable.

- 2.11 Maple Bloom Pre-school may forward your details and 'debt' to an external debt collecting agency for any fees that remain outstanding for more than 21 days from their due date. This may incur further costs to the bill payer.
- 2.12 Any Public Holidays during term will be charged for and remain payable as normal.
- 2.13 Fees will be charged for and remain payable as normal during any absences arising from illness, non-attendance required by a policy of the pre-school, occasional days off, holidays or if the pre-school closes due to natural causes, infectious diseases, environmental factors (such as flooding), or any circumstance beyond our control.
- 2.14 We will not be able to accept entry, sign in and provide care to your child before the start time of the session.
- 2.15 Children must be collected on time at the end of the booked session. Parents/guardians collecting children after the session end time from the pre-school will be subject to a surcharge of \$25.00 per 15 minutes (or part thereof).
- 2.16 A minimum of four weeks' notice, in writing, will be required to reduce the child's current bookings. (Applicable only to 1 and 2 year old's)
- 2.17 Any increase of bookings needs to be requested in writing and will only be confirmed subject to availability. (Applicable only to 1 and 2 year old's)
- 2.18 Fees are reviewed annually and will be increased by a minimum of 5% every new academic year. Parents will be given a minimum of four weeks' notice of any change in fees.
- 2.19 There is a 5% discount for sibling/s attending the pre-school at the same time. Sibling discount cannot be used in conjunction with any other discounts. The discount is only applicable on regular booking session/s and not on any extra session/s and/or extra/s.

3) Termination

- 3.1 We assume you automatically require a place for the upcoming terms. Therefore, this agreement remains in effect until the end of our service towards your child (i.e. Child moves on to school after 5th Birthday) or unless we have received a written termination notice from you, or we end this agreement ourselves.
- 3.2 You may end this agreement at any time by giving us a minimum of four weeks' notice. Fees remain payable and are non-refundable once the term has commenced.
- 3.3 Fees are non-refundable at any time and remain payable once the term has commenced.
- 3.4 To cancel a place prior to term commencing, we require a minimum of four weeks' notice in writing prior to the term start date.
- 3.5 We may immediately end this agreement if you fail to pay your fees or if you breach any of your obligations under this agreement and you have not or cannot put right that breach within a reasonable period of time, or if a termination of a place is considered by Maple

Bloom Pre-school at its sole discretion to be in the best interests of the pre-school and / or the continuing welfare of your child or other children at the pre-school.

3.6 We may immediately end this agreement if you or other family members behave unacceptably towards any member of staff, or other child or parent/carer of any child, as we will not tolerate any form of abuse, verbal or physical.

3.7 In respect of clause 3.4 and 3.5, fees remain payable and are non-refundable.

4) Employment of Staff

4.1 Employees of Maple Bloom Pre-school are prohibited from working for parents/ customers during term time. Parents are requested not to ask staff to breach their employment contracts. Parents can if they wish to employ the staff privately outside working hours (e.g. for Babysitting, evening or weekends) provided that all such private arrangements are not made or discussed in the pre-school. Maple Bloom Pre-school accepts no responsibility for staff during private hiring for care of any children.

4.2 If during this agreement and for a period of six months after the termination of the agreement you employ (directly or indirectly) a member of staff who cared for your child at the pre-school to work during working hours, you will agree to pay to the pre-school a fee of \$2500.

5) General

5.1 Maple Bloom Pre-school may change these Terms and Conditions at any time without prior notice where such change arises from regulatory issues, changes in legislation affecting Maple Bloom Pre-school, proposed changes in invoicing procedures or in the reasonable opinion of Maple Bloom Pre-school it is in the interests of the pre-school and/or children attending the pre-school.

5.2 Maple Bloom Pre-school cannot legally deny access of your child to either parent unless there is an active restraining order on file or specific schedule of court ordered visitation rights or the equivalent under any applicable law. If the situation is unclear, Maple Bloom Pre-school will request that the family resolves their differences and may exclude your child until the position has been clarified by the court or agreed by both parents.

5.3 If your child falls ill during a pre-school session, the key person will contact the parent/guardian. If your child is suffering from a contagious illness your child should not be brought to pre-school until the illness and/or quarantine period has passed. Parents/guardians are required to inform the pre-school if your child is to be absent due to illness.

5.4 You should be aware that your child may be taken on outings which may be outside the pre-school premises. If you do not wish your child to partake in such outings, please inform the pre-school in writing.

5.5 We have an obligation to report any instances where we consider that a child may have been neglected or abused to the relevant authorities with or without informing you.

- 5.6 If you have any concerns regarding the services, we provide then please discuss this with your child's key person. If you feel these have not been resolved, please contact the Pre-school Manager. Customer satisfaction is paramount, and concerns/ complaints will be reported to the Directors.
- 5.7 We have a wide selection of toys and equipment at pre-school, unless we specifically ask, your child should not bring any of their personal toys into pre-school. If personal belongings are brought into pre-school, it is done so at your own risk.
- 5.8 We may have photographs taken of children that attend pre-school; these photographs may be used for promotional purposes, if you do not want your child's photo to be taken, please inform the pre-school in writing.
- 5.9 If your child remains in the pre-school after the specified closing time and Maple Bloom Pre-school has not heard from you, we will first call you and then the authorised contacts. We will stay with your child as long as possible, but if after 30 minutes we have not been able to reach you or an authorised contact, we will contact the local authorities and/or police.
- 5.10 Children will only be released to those who are authorised contacts. Changes MUST be received by the office in writing and with appropriate photo identification.
- 5.11 Safety representatives have a legal right to information about accidents. Therefore, information will be made available and shared with the appropriate representative.
- 5.12 Maple Bloom Pre-school will not accept responsibility for any damage and/or loss of any personal belongings brought into the pre-school.
- 5.13 Only authorised cars can enter the premises. If you must drop off your child at the gate, we ask you to be mindful of our neighbours and other road users and ensure not block their gates and access.
- 5.14 There is a paid car park available for use next to Shoppers Plaza, users of the car park do so at their own risk and liability, Maple Bloom Pre-school will not accept any responsibility and/or liability for damage, accident, injury, and/or loss.

Reviewed on 11/07/2021.
