

Nursery (Policies & Procedures)

A. Registration & Fees

1. A compulsory non-refundable registration fee of AED 500 and a medical fee of AED 500 are payable at the time of registration.
2. Registration fee, medical fee, mobile application fee, uniform, and term fees must be paid in full before the agreed joining date.
3. For academic registration, tuition fees are payable twice per academic year.
4. Fees must be paid before the start of each term and no later than the due date stated in the Fee Structure.
5. A 10% discount on annual tuition fees will apply when the full annual fee is paid in advance. If the child is withdrawn before completion of the academic year, the discount will be reversed and the 10% will be added back to the fees due.

A 5% sibling discount applies only when both siblings are enrolled and attending the nursery at the same time

B. Non-Refundable & Non-Compensable Fees

1. Fees will not be refunded or compensated for public holidays or absences, including absences due to personal travel.
2. No refunds or compensation will be provided for closures resulting from natural calamities or other similar events.

C. Government-Enforced Closure / Force Majeure

Circumstances beyond the control of either party (parents and the ECC)

This section applies where the delivery of services is fully or partially interrupted due to a government-enforced closure.

1. Programme fees shall remain payable for any period during which the service was available and delivered, including where delivery is through distance learning or any other KHDA-approved alternative method.
2. The ECC retains all fees relating to the period during which services were available and provided. Such fees are considered earned and are not refundable.
3. Fees relating to any period during which services could no longer be provided will be held on behalf of the parent and addressed through one of the following remedies, agreed in writing between the ECC and the parent:

➤ Credit Note

The ECC may issue a formal credit note for the held amount to be applied toward future programme fees, provided the child remains enrolled at the same ECC when services resume. The credit note is valid for six (6) months from the date of issue and expires if unused.

➤ **Transfer of Credit**

If another child from the same family is enrolled or will be enrolled at the ECC, the held amount may be transferred to that child's programme fees. The transferred credit must be used within six (6) months from the date of the written agreement; otherwise, it will expire.

D. Withdrawal & Transfer Certificates (KHDA Policy)

1. Withdrawal Certificate

- Parents may withdraw their child at any time by submitting a written request to the nursery.
- The withdrawal date must be stated in the request and cannot be backdated.
- All fees up to the child's last day of attendance must be paid in full.
- Once all outstanding fees have been settled, the nursery will issue a Withdrawal Certificate.
- The Withdrawal Certificate is required for enrollment in another KHDA-licensed nursery or private school in Dubai.
- The nursery may withhold the certificate until all outstanding fees have been paid.
- No fee is charged for issuing a Withdrawal Certificate.

2. Transfer Certificate

- All outstanding fees must be settled before a Transfer Certificate can be issued.
- The nursery may withhold the certificate until all fees have been paid in full.
- A Transfer Certificate is required when a child transfers to another nursery or school in Dubai. In some cases, a Withdrawal Certificate may be accepted instead.
- No fee is charged for issuing a Transfer Certificate.

E. Refunds Upon Withdrawal

➤ **Term fee refunds**

Refunds apply to term fees only and are processed as follows:

P.O.BOX 333712. DUBAI (UAE) TEL/FAX: +971 43486788

Email: lejardinenchante7@gmail.com **Website:** www.ljenursery.com

- Withdrawal after the first week and before the completion of the first four weeks of the term: 70% of the term fee paid will be refunded.
- Withdrawal after completion of the first four weeks and before completion of two months from the start of the term: 50% of the term fee paid will be refunded.
- Withdrawal after completing two months from the start of the term: No refund.

➤ **Monthly payment refunds**

A refund is available only if both conditions below are met:

- The child does not attend classes beyond the 10th day of the month.
- The nursery receives a written withdrawal notice by the 10th day of the same month.
- Maximum refund if eligible 50% of the monthly fee paid

F. Payment Methods

1. The nursery accepts card payments, payment links, cheques, and bank transfers only.
2. Returned (bounced) cheque charge: AED 150 + VAT.

G. Tuition & Attendance

1. Tuition fees are charged on a calendar-month basis from September to June of the academic year and cover Term 1, Term 2, and Term 3.
2. Children must attend the nursery only on their registered days.
3. An additional stay of one hour per day will be charged at AED 500 per month per child.
4. A late pick-up fee of AED 35 per hour applies after 15 minutes beyond the regular pick-up time.

H. Parent Responsibilities

Parents are required to comply with all nursery rules, regulations, and policies.

I. Health, Safety & Emergency Care

1. In an emergency, if none of the emergency contacts provided by the parents can be reached, the parents hereby authorize Le Jardin Enchanté Nursery to obtain any necessary medical treatment for the child.
2. For the health and safety of all children, parents must keep their child at home for a minimum of 24 hours if the child has symptoms of a contagious illness, including fever, vomiting, diarrhea, or eye infections.

3. If a child develops symptoms of illness during a nursery session, the nurse or management will contact the parents to collect the child.

J. Personal Belongings

Le Jardin Enchanté Nursery is not responsible for the accidental loss of or damage to children's belongings. Parents are requested not to send valuable items with their children.

K. Consent for Photography & Video Recording

Parental consent

Parents grant full consent and have no objection to Le Jardin Enchanté Nursery taking photographs and/or video recordings of their child during regular nursery activities, events, celebrations, and outings for the following purposes:

1. Sharing on the nursery's official social media platforms (including Instagram, Facebook, and the nursery website).
2. Publishing in nursery newsletters, brochures, and internal displays.
3. Promoting nursery programmes and events in accordance with KHDA-approved communication practices.

This version has been professionally revised for readability, legal clarity, and consistency with the KHDA-related language already included in your policy.