



BE THE ONE

Preschool | 24 x 7 Child Care®

THE ESPERANZA POLICY*

FEES

1. Any fee amounting to Rs.1000/- and above cannot be paid in cash. We accept payments only by Cheque / DD/NEFT/RTGS/IMPS/Credit Card/ Website Payment Gateway transactions. Kindly ensure that you demand for a computerised receipt for every payment made, big or small, as soon as the transaction is done. Should you not receive a receipt (hard & soft copy), Kindly bring it to the notice of the head office by sending an email to accounts@esperanzacorporate.com & franchisesupport@esperanzacorporate.com
2. If you are asked to make a fee payment in cash, exceeding Rupees 1000, then you are advised to not comply with it and also do us a favour by immediately informing the head office on franchisesupport@esperanzacorporate.com and accounts@esperanzacorporate.com
3. A program once chosen by the parent can be changed within any given term. However fees shall not be adjusted/refunded if the changed program comes with a lesser fee. However if the changed program fee is higher than the initial chosen program, then the differential fee arising as a result of it, will have to be paid by the parent.
4. Fee payments of any sort, once paid, will NOT be refunded under any circumstances.
5. Pro rata on fee heads is not permitted.
6. Your term fee is a sum total of all fee heads like Annual charges, Tuition/Care, Auxiliary fee, Food etc..
7. "Annual charges" shall be payable along with the TERM 1 fee every year.
8. Esperanza believes in charging for 12 months in a year because we have expenditure for 12 months in a year.
9. Fees once paid WILL NOT be transferred/adjusted/carry forwarded to any future month or term, under any circumstances. The Management of Esperanza reserves the right to make any kind of changes in the fee structure at any given point in time.
10. There are 3 terms at Esperanza.
Term 1(June to September) / Term 2(October to January) / Term 3 (February to May).
Fees need to be paid ONLY on a term basis or on an Annual basis.
The due dates for the fee payments are 3rd April for Term 1, 3rd August for Term 2 & 3rd December for Term 3 respectively.

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11. Fee payments after the due date will attract a penalty of Rupees 200 per day. Unpaid late fee amount will be shown as FEE DUE.
12. A tolerance of 3 days after the due date for that specific term would be given to make the fee payment, after which Esperanza holds the right to terminate the child's admission.
13. Parents availing school transportation need to pay the transport fee on a term basis.
14. Outstation cheques will not be accepted.
15. The date of realization of the cheque will be treated as the date of payment. If the cheque is dishonoured and payment is not made before the due date, late fee will be charged as prescribed. Additional amount of Rs. 250/- will be collected for dishonoured cheques
16. Parents have an option of depositing the fee for the whole year in advance if they find it more convenient and can avail any yearly concession of 5% on top of the max discount limit permitted.
17. Fees should not be handed over to the school vehicle drivers or any support staff of Esperanza, **unless authorized** by the school management. The management will not be responsible for any kind of loss or misplacement.
18. The registration/ admission fee paid during the time of enrolment of your child is for **LIFETIME**. What we mean by lifetime is that, at any point in time, you take a break from Esperanza [More than 30 days] due to any reason, and should you come back to use our **CARE** services at any later stage, You will NOT be asked to pay a registration fee again. You can straight away pay the respective term fee for the chosen program and restart your child's care program with us. Should you choose a program which involves ACADEMICS as a part of the program, then you need to pay a Re-registration fee. Re-Registration fee quantum is the same as the value of the Registration fee as on that particular day.
19. A parent has to pay the term fee in FULL irrespective of whichever point in time he joins his child for a program.
20. Should any parent intend to seek admission during the middle of any term; they have to still pay the entire term fee. Usually a TRIAL period of 1 Day is offered for any new parent. Once the parent is satisfied and decides to join his child with Esperanza, he should clear his DUES first and then start his child's program.
21. If you avail our **WEEKEND CARE/FESTIVE CARE/SPECIAL CARE** facilities at any of our campuses, kindly ensure that the special care fee which you are due, be paid on the same day or on the very next working day.

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22. You will be bound to utilise exactly the same duration of program you chose during enrolment.
Example: Say you choose a 9am to 9pm program, and on a given day you come to pick your child by 9.30pm, then kindly note that the grace period allocated for you is only 15 minutes and beyond that the extra time will be chargeable. Charges vary from time to time and hour to hour. Minimum charges per hour would be at 120 rupees
23. In case you cannot make it on time to pick your child, kindly give us atleast 4 hours of prior notice, without which standard services might not be made available to you

BRANCH TRANSFER

1. Internal branch transfers are possible however confirmation of the transfer depends only on the availability of admissions within that specific branch. Any fee differential (upwards) arising as a result of the transfer has to be paid accordingly.
2. Any transfer requires 30 calendar days of prior intimation

FREEDOM OF MOVEMENT

1. Parents are **NOT** permitted to enter inside the **CLASSROOMS/ INFANT ROOMS OR ANY OTHER DESIGNATED** children's area, without the authorization from the head of that specific branch.
2. Parents are requested to wait or meet their child in the **DESIGNATED** lobby areas or waiting rooms or Front Offices **ONLY**
3. Parents of **INFANT** kids [Mothers] will be **DEFINITELY** permitted to **FEED** the child in **DESIGNATED FEEDING AREAS ONLY**

FOOD

1. Children **BELOW** the age of 1.5 years are requested to bring food from Home
2. Food timings at Esperanza are as follows : Breakfast :9am to 9:30am / Mid Meal :11am to 11.15am / Lunch :12:45pm to 2pm / Evening snack : 4pm to 4.30pm / Dinner : 6.45pm to 8pm. Food at Esperanza **WILL NOT** be served to children beyond these timings. Please ensure that your child is available within these timings for food intake.
3. It is **MANDATORY** for children **ABOVE** 1.5 years to have food at Esperanza and food is chargeable.
4. Parents of **INFANT KIDS** need to send a **ROSTER** or a **TIMETABLE** as to indicate the timings, Quantity and type of food to be served. Information has to be communicated **ONLY** with the Front Office personnel or the Designated Caretaker Supervisor at the respective branch
5. Should any relevant information pertaining to the child is found to be shared with a source which has not been designated, suggested, vetted or authorised by the management of the school, then Esperanza **WILL NOT** hold responsibility for claims of improper service or maintenance of standards

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6. Children are fed the best quality and nutritious food at Esperanza. We do not compromise on quality. Parents should keep the faith in us with respect to food and servings. We DO NOT limit the food serving to children. Food is served to the FULL STOMACH of the child. We do not let our children starve.

EDUCATIONAL TABLET

1. Children enrolled for a program which involves academics, shall mandatorily lease an educational tablet with Esperanza on an yearly lease basis.
2. Any tablet other than what has been suggested/prescribed by the school management, is not permitted to be used in the school premises
3. Work done/learnt by the child on the tablet, will be exhibited during the Parent teacher interactions.
4. An annual software subscription cost will be payable each year, towards the classroom management technology used on the tablet. Cost of the same can vary year on year
5. The tablet remains the property of Esperanza.

TRANSPORT

1. All children are equal for us. We prioritise a specific route for your CHILD to ensure a quick pick or drop.
2. Children will not be handed over to unauthorized personnel without showing pickup cards. The pickup card should not be lost at any point of time. If the card is lost, send an email immediately to your **respective branch heads** intimating that the card is lost and requesting for a duplicate copy of the card with due instructions on who will pick up the child and contact details of the person. Rs.50/- will be charged for re-issuing the pickup cards.
3. Parents should not be under the inhibition that a specific child is being dropped first and their child next.
4. Transportation timings for pick and drop may sometimes vary due to TRAFFIC conditions OR under UNFORESEEN circumstances.
5. Esperanza will always work hard to ensure a safe and sound drop or pick service to each and every child
6. We **WILL NOT** pick or drop your child from your **DOORSTEP**. Our caretakers will hand over the child at the building entrance
7. Drivers are meant **ONLY** for driving purpose. They **WILL NOT** assist your child in the **HANDOVER** job
8. Caretakers always assist the children in the vehicles.
9. You **WILL** get a call from our driver or the respective caretaker inside the vehicle, to inform you that we are coming to pick or drop your child. Should you not receive such calls from our support staff, then kindly let us know by emailing on franchisesupport@esperanzacorporate.com and we will ensure that services are provided to full effect

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10. Kindly do not make our vehicle wait. Esperanza designated school vehicles **WILL NOT** wait at any pick or drop points for more than 1 Minutes. Beyond 1 minutes, the vehicle reserves the right to return back to the school with the child and the parent needs to pick or drop the child at the respective campus
11. Kindly DO NOT discuss any of your school issues with the vehicle drivers as it will lead to a gap/lapses in communication. Communication gap will result in poor services.
12. Notice periods of atleast 2 Hours is required should you have a change in the transport pick or drop plan. The same info should be communicated with AUTHORIZED personnel at the branch level ONLY. Acceptance of the request will purely depend on availability and possibility factors.
13. Transportation routing **WILL** change from time to time as it is dependent on the increase in the number of children in the specific route. You should get accustomed to it without any concerns

DISCIPLINE

1. Children are expected to follow the chosen program timings with maximum discipline. If parents are found to be constantly disrespecting this aspect, the management of Esperanza reserves the right to impose a financial penalty of Rupees 1000 per instance. Any parent found violating this aspect inspite of our strict reminders, will have their child's admission terminated.
2. It is mandatory for every parent (husband, wife or both) to attend all PTM's (Parent Teacher Meetings). Failure to do so will attract a financial penalty of Rs.1000/- for each occurrence.

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GENERAL

1. Staff allocation [Caretakers or Teachers] to a group of students or an individual child will be done on availability basis. All staff members at Esperanza would be equally trained and no discrimination will be allowed among the choice of caretakers or staff, by the parent. Parents CANNOT demand or request for a specific caretaker or teacher to be in charge of the child. It is entirely the discretion of the management of Esperanza to allocate staffing to children. For infants especially, 1:1 or 1: 2 ratio will be available which is entirely depending on the staff availability and the number of infants in the campus on the given day.
2. Esperanza will do it's best to protect and ensure the safety of each child within the premises. However we are not liable towards any unexpected incidents/accidents. Parents need to understand that there is a chance for incidents/accidents to happen in a school environment and that they are enrolling their kids at their own risk.
3. Parents are advised to trim/cut their child's finger and toe nails regularly.
4. Esperanza does not have a provision to accommodate children with special needs and differently abled.
5. Esperanza reserves the right to terminate any child's admission without any notice period.
6. Parents who try to form groups (Online or offline) and create chaos affecting the smooth operations of the school shall have their kids admission terminated without any notice and they will not be eligible for any refunds or compensations of any nature

SPECIAL CARE

Requirements for care during HOLIDAYS DECLARED BY ESPERANZA will be Chargeable.

These holidays could include Festive days, Government holidays, National holidays, any other special holidays declared by Esperanza.

Costing would be Rupees **Rs.120/- per hour up to 4 hours** and **Rs.100/- per hour for any requirement beyond 4 hours**. Should any parent intend to send their child during the days of BANDH OR DURING ANY VOILENT SITUATION in the city, they have to sign a declaration form which will be provided at the front office of the branch which clearly states that Esperanza **will not be liable** for any untoward incident happening during such situations which might hamper the safety and security of the child. However, opening and closing days of the school is up to the discretion of the Management of Esperanza to decide.

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SUMMER CAMP

Generally summer camp each year is held from first or second week of April to the end of May. Summer Camp is held for all children irrespective of the fact whether they are enrolled in a regular program or any corporate program (if any).

Summer camp fee has to be paid if the child is availing it.

The fee may vary year on year and it shall be paid when it is announced during the summer time.

Kids who don't opt for the camp will have no activity or reduced activity during this period.

DISCONTINUATION

Should you decide not to send your child from the following term or academic year, you SHOULD notify the authorised person at the branch **60 DAYS IN ADVANCE through EMAILS ONLY**. **Example: If you intend to discontinue from June term, notice should be offered before 1st April**. It would help us identify our admission status and release admissions to new prospective parents. Children, who have made a **caution deposit payment**, will not be returned with their caution deposit amount, if they do not offer us the said intimation period. Intimation delays of any sort will not be entertained under any circumstances.

TERMINATION

1. The Management of Esperanza has the ultimate discretion to decide on the continuity of any child within its school.
2. Any termination of a child's admission as a result of gross misconduct from the parent, refunds of any type of fee will not be applicable.

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SICK CHILDREN

1. If your child is SICK due to an illness like severe cold, Cough, Fever above 99 degrees Celsius, Kindly **DO NOT** send them to the school.
2. Rashes to a certain extent are TOLERABLE. You are the best person to judge if the condition is stable or Infective. Should you feel it is infective, Kindly refrain from sending your child to the school until cured.
3. Please keep in mind the health of other students and babies at the campus before you send your sick child to Esperanza
4. Most child infections and sickness are AIRBORNE.
5. We DO NOT have a facility at the campus to Quarantine your child. A child needs his parent when they fall sick.
6. Running nose should be acceptable by us
7. If your child will not come to the school, then kindly inform us the same the day before or on the same day

LOSS OF MATERIAL

1. Children's belongings like clothes might sometimes get exchanged with others. Should it happen to you, Kindly inform the authorized personnel at the respective branch and they will do their best for you
2. Kindly note that if your child's trouser or shirt or top is found to be MISSING in the bag that specific day, the reason could be that we were trying to wash the same on the given day and left it back at the campus for drying. We will certainly return it back to you in your child's bag the following day
3. Please **DO NOT** send your child decorated/dressed in GOLD/ANY VALUABLE accessories. We WILL NOT be responsible for any loss

PERFORMANCE

1. Give TIME to your child and Esperanza to work with each other. Please DO NOT expect wonders overnight.
2. Every child is UNIQUE and DIFFERENT. Give them their space and time to settle down. There is no DEFINITE timeframe within which a child can settle down
3. Esperanza works at it's best every single day to ensure the best for your child in all departments. KEEP THE FAITH

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CORPORATE TIE-UPS

1. Any corporate tie-ups are only temporary in nature and the Management of Esperanza will not hold any responsibility pertaining to the availability of any tie-up at any point in time.
2. It is up to the discretion of the Management of Esperanza to decide whether a corporate tie-up benefit or a discount package be passed on to any parent.

POLICY CHANGES:

The Management of Esperanza reserves the right to make any policy changes at any given point in time.

SUMMARY

We are always looking to offer the best to you and your child. Believe in our services. In case of any grievance, please do not hesitate to contact the people mentioned specifically in the grievance and escalation document shared with you.

Declaration

I hereby confirm that I have read and understood all aspects pertaining to the Esperanza Policy and will thereby abide by the same.

Mother's Signature:

Father's Signature:

Guardian's Signature (If Applicable)

Date:

Child's Name:

Branch:

City:

Signature of the Representative of Esperanza (Signed & Stamped)

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