

Esperanza Policy – 2022/23

DOCUMENT SUBMISSION

You will be asked to submit a copy of your child's birth certificate, Passport Size Photos along with your ID proof, Corporate ID, and Residence proof at the time of admission, without which we reserve the right to deny an admission or offer any type of corporate discounts.

DAATOS

DAATOS is Esperanza's Web and Mobile Application.

Upon entering the admission details on DAATOS, both parents will be automatically receiving their login credentials on their registered Email ID.

Thereon, you will access all info/transactions related to your child on this application.

FEE & PAYMENTS

1. The owners and management of Esperanza, reserve the right to make changes or amendments to our fee plan at any point in time.
2. We collect fee for 12 months in a year
3. We reserve the right to hike our fee at any given point in time
4. We reserve the right to introduce new fee heads at any given point in time.
5. We have a "Zero Cash" policy. Even the smallest amount of Cash cannot be paid to the branch OR deposited directly into the bank account. If any branch insists on cash payment, pls contact on +91-7799313000 or write to us on accounts@esperanzacorporate.com
6. We accept payments ONLY via;
 - UPI scanner at the branch which displays the name Esperanza
 - Local Cheque favouring Esperanza
 - NEFT - RTGS - IMPS to an account with the name Esperanza.
 - Payment Gateway on DAATOS App or Web
 - Credit / Debit Card at your branch EDC machine
7. We don't accept any other payment formats other than those specified above. If any branch insists you to make other forms of payment, pls contact on +91-7799313000 or write to us on accounts@esperanzacorporate.com
8. Parents who opt to make a payment only via the EDC machines or DAATOS payment gateway, may attract some bank transaction charges.
9. You will not receive a receipt immediately after a payment. Once we change the payment status to "Received" on our systems, then an auto email shall be pushed to you with the receipt. Until we receive the payment into our bank accounts, all payments are auto deemed to be "Pending"
10. Payments being done on DAATOS towards the current term will be prompted to clear the outstanding dues from the previous months or term (If any). Payments for the current term or future terms cannot be made, without clearing the old dues.
11. Fee once paid, will not be refunded under any circumstances, which includes Pandemics, lockdowns & Government orders to halt operations.
12. Fees once paid WILL NOT be Transferred / Adjusted / Carry forwarded to any future month or term, under any circumstances, unless authorized by Esperanza Head office.
13. The Registration Fee you pay at the time of admission is a one time payment and is valid for children until they turn 12 years. Registration fee is like a membership fee valid until a child turn 12 years.
14. Registered children who discontinue with us at some point and Rejoin at a later stage, need not pay registration fee again
15. Fee payment for all fee types, has to be done either Term wise or Annually. We do not accept any other payment frequency formats.
16. We reserve the right to have different fee plans and structures for different locations in your city. That doesn't mean that there is a difference in the quality of services offered.

17. Term Classification & Due Dates:

Term Type	Term Period	Fee Due Date
Term 1	June to September	3 rd April
Term 2	October to January	3 rd August
Term 3	February to May	3 rd December

- Fee received after the due date, shall attract a Late Payment Penalty of Rupees 200 Per Day
- If you pay the fee on time and yet pay only a part of it for some reason and that part shows as due after the due date, then Late payment Penalty shall still be counted at the rate of Rupees 200 per day.
- We reserve the right to collect the full-term/annual fee, irrespective of the admission date within any given term/year
- We reserve the right to cancel an admission without incurring any liability, should the fee remain unpaid after the due date
- We do not offer any manual receipts. Do not accept them. Contact +91-7799313000 or accounts@esperanzacorporate.com should you find any discrepancies
- We reserve the right to collect charges for any failed or bounced payments.
- Annual fee payments get a 5% discount. Fee paid for the period "June to May" is considered "Annual"
- Physical Campus parents can change their child's Program, Time Frequency & Day Frequency ONLY once within a term.
Here are the dates we expect you to intimate us, should you decide to change your program for the following term



Term	Invoice Generation Date	Intimation Date
Term 1	18 th March	Before 18 th March
Term 2	18 th July	Before 18 th July
Term 3	18 th November	Before 18 th November

- If a program or time frequency or day frequency is changed after the start of a term, then you need to know the below;
 - If you change from a lower fee to a higher fee - Differential Fee will be payable
 - If you change from a higher fee to a lower fee - Fee adjustments/refunds/ carry forwards are not possible
- For additional hours availed, we reserve the right to demand a "Special Care" fee at the rate of 175 Rupees per hour plus cost of meals applicable

SPECIAL CARE

- Special care is for those who wish to avail our care services on a need basis and this need cannot be continuous in nature for the same timeslot every day.
- These services are made available 24x7 and 365 days in a year.
- Children between the ages of 1.5 Years - 12 Years only shall be eligible for Special care.
- Children who are in the age group of 6 months to 17 Months, can avail special care services only if they are enrolled with us for a regular program, at the time of such request.
- Parents who wish to avail our Special Care services shall pay
 - Registration Fee (One Time)
 - Special Care fee of 175 Rupees per hour plus cost of applicable meals in the chosen timeslot.
- 5 Minutes prior to or beyond the chosen timeslot shall be calculated as an extra hour.
- All overtime stay payments will have to be paid for at the branch at the time of picking your child and these payments will have to be made only as per the directives given above.
- Children will be under the supervision of caretakers and Supervisors
- You can place special care requests and make bookings through DAATOS.
- All Special Care services are pre-paid in nature. You pay and use.
- If food services aren't available on Special care services on Sundays. Parents can send food along with their child.
- We cannot provide school transport for special care children.
- If the child doesn't avail the service after making the payment, fee cannot be refunded
- If the service is cancelled by the branch despite you following our policy and having done the payment, then we shall carry forward that paid amount to a future requirement of yours and do the necessary adjustments.
- These services require advance notice.

Days	Notice Required
Monday to Friday (Working Days)	Service between 8am to 8pm - 1 Hour Notice Service beyond 8pm - A day's notice
Saturdays (Working Days)	Service between 8am to 8pm - A day's notice Service beyond 8pm - A day's Notice
Sundays & Calendar Holidays	A Day's notice

HOLIDAY PACKAGES

We usually announce packages for Holidays, like Dusshera Package, Sankranthi Package, Diwali Package, Pre Summer and Post Summer Package etc.

If you intend to avail these packages, then they are charged extra.

ACADEMIC CURRICULUM AND FRAMEWORK

We have a brilliant framework.

As a parent, if you have a concern on the delivery or execution of the curriculum at your branch, Pls refer to the "Point of Contact" at the end of this document and write to us and set up an appointment and we shall be more than glad to address your queries and concerns

HELPDESK - REQUESTS - COMPLAINTS - SUGGESTIONS

Parents must use the "Helpdesk" module on DAATOS to feed in their day-to-day requests or Complaints or Escalations if any.

Example: If your branch is not doing the DAR (Daily activity report) or the FOOD report consistently daily, then raise a ticket. Remember, that the Head Office team will have access to all branch tickets, and we shall take necessary action

Any oral requests or complaints will not do much good to you as they are not on record.

ADULT: CHILD RATIOS

"Adults" can be a teacher/ caretaker/ Supervisor

Age	Ratios
Infant / Toddler	1:2
Playgroup	1:8
Nursery	1:12
LKG	1:15
UKG	1:15
Afterschool	1:15

DISCOUNTS

- Corporate Discount and Annual Fee payment discount can be availed together
- Corporate Discount and Sibling Discount CANNOT be availed together. Only one discount head with a higher discount percentage can be availed
- Sibling discount shall only be offered on the 2nd child and on the lowest fee.
- The first child should be an active admission, to avail the sibling discount on the second one.
- You cannot avail any type of discount if you have chosen our "Zero Cost Finance Option" to pay your child's fee for the respective academic year.

LATECOMING

- Children who are a part of academics should come to school by 9am as classes start around that time.
- Parents who still do not intend to abide by this pointer, shall have no right to question about the quality of academics at Esperanza nor have any expectations on academic excellence of their child

PICKING OR DROPPING CHILDREN AT DOORSTEP OR AT OTHER PLACES

- We do not pick or drop kids from their doorstep
- No staff member of the school shall be used for any other purpose other than what they are assigned to do in their role

- Parents residing in Communities, shall not impose rules asking school staff to pick or drop their kids from any location to any location within or outside the community
- It is the parent's responsibility to arrange a resource for such pickup or drops
- Esperanza shall not be liable in any way or in any form or shall take responsibility to any incidents arising out of any unofficial attempts to make school staff pick or drop kids from any location to any location within or outside the residential community

BRANCH TRANSFER

- You can request for a branch transfer on DAATOS and usually the turnaround time to process such request is 3 working days.
- Any fee differential (upwards) arising as a result of the transfer has to be paid accordingly. If the branch you wish to get transferred to has a lesser fee for the same program, no fee adjustments or refunds or carry forwards are possible.



CLASS MIGRATION

- Migration of a child from one class to another has to be done at specific periods.

Class	Migration Deadline
Infant / Toddler (6 months - 17 Months)	31 st August
1.5 to 6 Years	On or Before 18 th March

- If the child is not migrated to the next class as per these dates, then they will have to sit in the same class for that year
- Migrations are done based on age eligibility, Academic proficiency

AGE CLASSIFICATION & ACADEMIC CLASS SELECTION

- 6 Months to 17 Months - Infant / Toddler
- 1.5 Years to 3 Years - Playgroup
- 2.5 to 4 Years - Nursery
- 3.5 to 5 Years - LKG
- 4.5 to 6 Years - UKG

Children as per this age classification shall be allotted their classes.

- We do not permit lower age children to sit in higher classes even if the child's skill and academic proficiency is superior for his/her age
- Child's age as of the date of admission shall be taken into consideration for allocating a class
- DAATOS offers some age tolerance for class allocation (If we feel the child is ready);
 - Children aged 17 months can sit in Playgroup class
 - Children aged 27 months (2.3 years) can sit in Nursery Class
 - Children aged 39 months (3.3 years) can sit in LKG Class
 - Children aged 51 months (4.3 years) can sit in UKG Class
- Higher age children, if required, are made to sit in lower classes

FOOD

- For Children aged 1.5 Years-12 Years, it is mandatory for them to eat the food served by Esperanza. We prepare delicious and nutritious vegetarian food. Outside food is strictly prohibited.
- Children BELOW the age of 1.5 years are requested to bring food from Home. Parents are requested to give us a detailed food plan on what to serve and when to serve. This plan has to be communicated to the branch management either through our HELPDESK or CONNECT modules on DAATOS
- Children who have serious medical conditions arising out of food, have to produce a doctor's certificate recommending eating only home-made food and in such cases we offer exception to the child to carry food prepared at their home.
- Food menu, Food item count for the entire year can be accessed on your DAATOS login
- Food Serving Timings at Esperanza are as follows:

Serving Type	Serving Time
Breakfast	9am to 9:30am
Midmeal	11am to 11.30am
Lunch	12:45pm to 1.30pm
Evening Snack	4pm to 4.30pm
Dinner	6.45pm to 8pm

- Food WILL NOT be served to children beyond these timings. Please ensure that your child is available within these timings for food intake.
- Parents will have to drop their kids on time as per their chosen timeslot, so that food serving, and consumption can happen as per the above-mentioned time. Esperanza reserves the right to deny serving meals to children dropping in late.
- If relevant information pertaining to the child is found to be shared with a source which has not been designated, suggested, vetted or authorized by the management of the school, then Esperanza WILL NOT hold responsibility for claims of improper service or maintenance of standards
- Children are fed quality and nutritious vegetarian food. We do not compromise on quality. Parents should keep the faith in us with respect to food variety, quality, and servings. We do not limit the food serving to children.

CORPORATE TIE-UP

- 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.
- 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 at any point in time.
- Parents availing corporate discounts, should submit proof of working with that associated company as per the following dates without which the discount shall not be passed on
- Parents availing the "Zero Cost Finance" option, shall not be offered any corporate discounts for the entire academic year, as Esperanza will be bearing the interest and other charges on behalf of the parent. However, if the parent chooses to bear the Interest and other loan processing charges, then they shall be entitled to avail the corporate discount as usual.
- Corporate Discounts are applicable only for Physical Campus and Online admissions.

Term	Deadline to Submit Proof
Term 1	10 th to 17 th of March
Term 2	10 th to 17 th of July
Term 3	10 th to 17 th of November

ZERO COST FINANCE TO PAY YOUR CHILD'S FEE

- Parents availing this option, shall not be eligible for any discounts for the entire academic year.
- It is the parent's responsibility to pay their monthly installments on time to the finance company and Esperanza does not hold any responsibility or liability in the event of any parent defaulting on their monthly payments to the finance company.
- Should you opt to go with the Zero cost finance option, The person who has referred you to take an admission into Esperanza, will not be entitled to receive any referral share (Refer-Earn-Repeat) for the entire academic year

AFTERSCHOOL ACTIVITIES

- 3 Different Afterschool activities will be spread across a 5-day week calendar, between 3pm to 5pm.
- Afterschool activity timetable and their lesson plan can be accessed on DAATOS
- If you realize that the activities are not happening as per plan, bring it our notice. Pls refer to the "Point of contacts" at the end of this document

ATTENDANCE

Child attendance - Entry and Exit time is mapped manually on DAATOS by the staff.

CHILD HANDOVER

If you wish to communicate to us, on whom to handover your child to, then you need to go to the CHILD HANDOVER module on DAATOS and upload the pictures of all those people to whom we can handover the child to. You can also put in the necessary comments in the text box provided

The branch will thereby ensure that we handover your child ONLY to that person or to one of those

WHISTLEBLOWER

You have a module by this name on DAATOS. You will use this module to let the Esperanza Head Office personnel know about any red flag activity or unusual or suspicious activity happening at your branch

You have a facility to upload any files and submit comments in the text box

BIRTHDAY CELEBRATIONS AT SCHOOL

- Cake cutting is allowed and pics and videos are allowed here on an exception basis
- We have a "No Gifts" policy. Request you not to distribute any gifts or goodies to other kids

CONNECT

You have a module by this name on DAATOS, through which you agree to connect with your branch team like your child's class teacher, Branch manager, Academic Head, Accounts personnel, franchise Owners and the Chairman of the Company

UPDATING YOUR CONTACT INFORMATION

Should your mobile or email contact change, please be prompt to inform your branch on the same. This will help you be in touch with all communications sent out by us

If your branch doesn't update your contact details on request, please raise a ticket on DAATOS

ACCEPTANCE TO RECEIVE COMMUNICATION FROM VARIOUS CHANNELS

We send out communication to you on various aspects pertaining to the school and your child

You agree to accept this communication which could be in the form of an SMS, Email, Voice, Video...

Should you wish to not receive our SMS communication, you can opt out of it on your profile, where you can see a DND option.

Just check it and we won't disturb you on SMS

REFERRAL POLICY

Please refer to the "Refer - Earn-Repeat document" in the downloads section of our website. We reserve the right to make modifications and amendments to the referral policy from time to time.

FREEDOM OF MOVEMENT

- Parents are not permitted to enter inside the children's area, without the authorization from the head of that specific branch. Parents are requested to wait or meet their child in the DESIGNATED lobby areas or waiting rooms or Front Offices only.
- Parents of INFANT kids [Mothers] will be permitted to nurse the child in DESIGNATED FEEDING AREAS ONLY

PTM (PARENT TEACHER MEET)

- Parents of academic program children are requested to be prompt in attending their PTM's.
- PTM related dates and detail is on DAATOS
- PTM Feedback is available on DAATOS. Your teacher shall open the online form for your PTM session, and you are advised to fill in the form to give your feedback
- The feedback given by you can also be seen on your DAATOS login

LIVE CCTV - SAFETY & SECURITY

- Live CCTV viewing facility is offered to parents Free of cost
- Parents cannot expect to view high-definition images and audio through this facility as it is a screen share wherein Zoom-in is not possible in each window

Purpose of offering this facility.

- Stay transparent with Adult-Child ratios
- Stay transparent in overall school functioning
- To facilitate multiple number of parents to watch the streaming at one go without any buffering or bandwidth issues



LIABILITY

- Esperanza will do it's best to protect and ensure the safety & security of each child within the premises. However, we will not be liable in any way 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 children at their own risk.
- Do not send Valuable items or Jewels with your kids. We will not be responsible for any loss.
- Parents are advised to trim/cut their child's finger and toenails regularly, to stay Hygienic and at the same time not pose a threat to other kids during play
- Nebulization for kids will be done only under parental guidance. We do not undertake any liability in the process.

CCTV FOOTAGE DATA & USAGE OF PHONES OR RECORDING DEVICES

- CCTV footage shall not be shared to a parent in the form of a disk or a drive or in any other data transfer format under any circumstances
- Parents are not permitted to capture any photos or videos of the school or children within the school or in any other sensitive areas without the written approval of Esperanza Head Office
- Parents cannot bully the staff to transfer CCTV footage data.

SPECIAL NEEDS CHILDREN

We do not take children with Special needs or Challenges, as we are not trained or equipped for the same

PARENTAL DISCIPLINE & HARMONY

- Parents who try to form groups (Online or offline) threaten and create chaos affecting the smooth operations of the school due to reasons big or small, shall have their kids' admission terminated without any notice and they will not be eligible for any refunds or compensations of any nature
- Parents who have issues or concerns, need to understand that the management of Esperanza always believe in a dialogue on a One-on-One basis. We go to all lengths to sort your issue out should your issue have a significance.
- Parents who spread rumours and level false allegations and offer unfair advises and pass threats which could affect the reputation of Esperanza, will have their kids admission terminated without any liability on Esperanza.

TERMINATION

- The Management of Esperanza has the discretion to decide on the continuity of any child within its school
- The Management of Esperanza shall not be liable in any way for anything upon such termination

SICK CHILDREN

- Running nose is not considered being sick
- If your child is SICK due to an illness like severe cold, Cough, Fever above 99 degrees Celsius, kindly DO NOT send him/her to the school.
- 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.
- Please keep in mind the health of other students and babies at the campus, before you send your unwell child to Esperanza
- We reserve the right to call the parent and ask them to take their child in the event of any sickness
- We DO NOT have a facility at the campus to Quarantine your child. A child needs his parent when they fall sick.
- If you child exhibits any COVID symptoms, please take responsibility in notifying the branch through a written communication or through DAATOS. Please read the COVID policy towards the end of this document.

STAFF ALLOCATION

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 are 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 ratios will be available which is entirely depending on the staff availability and the number of infants in the campus on the given day.

CAMPS

- Camps are charged extra, and the costs can vary year on year. Parents who are already enrolled with Esperanza under any kind of a program will still have to pay for the camps, if opted for.
- Summer Camp period is usually for a 25-day period between April and June
- Valid for ages 1.5 Years to 12 Years
- Kids who don't opt for the camp will have no activity or reduced activity during the camp period/time and shall be separated from the kids who have opted for the camp.

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 DAATOS.
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 prospective parents
- Post discontinuation, your DAATOS login credentials will be Deactivated
- We advise you to copy valuable memories like Photos, Video and DAR Data before such deactivation

LOSS OF MATERIAL

- 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. Use the "Helpdesk" module on DAATOS to place your complaint.
- 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
- You have a "Lost & Found" Module on DAATOS to help see if any of your missing items are posted by your branch. You can claim your item from the screen by pressing the "Claim" button

SCHOOL TRANSPORT

- Our Vehicles are Non Airconditioned.
- School transport will not be offered to Children below the age of 1.5 years
- All children are equal for us. All routes are planned in the best interest of everyone involved.
- Transport pick and drop timings will keep changing with the addition of new children in the route.
- Children will be handed over only to the personnel updated on DAATOS. Ensure that information regarding the personnel is updated timely on DAATOS for safety reasons.
- Parents should not be under the inhibition that a specific child is being dropped first and their child next.
- Transportation timings for pick and drop may sometimes vary due to TRAFFIC conditions OR under UNFORESEEN circumstances.
- Esperanza will always work hard to ensure a safe and sound drop or pick service to each and every child
- We will not pick or drop your child from your Doorstep. Our caretakers will hand over the child at the building entrance
- Drivers are meant ONLY for driving purpose. They WILL NOT assist your child in the HANDOVER job
- Women Caretakers always assist the children in the vehicles. In unexpected circumstances, as an exception we might have to depute our male supervisors to accompany the child in the school van.
- You WILL get a call from our driver or the respective caretaker 5 minutes before the scheduled pick or drop, 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 communications@esperanzacorporate.com and we will ensure that services are provided to full effect.
- Kindly do not make our vehicle wait. Esperanza designated school vehicles will not wait at any pick or drop points for more than 1 Minute. Beyond 1 minute, the vehicle reserves the right to return back to the school.
- Pick and drop locations should be the same.

- Kindly do not discuss any of your school issues with the vehicle drivers as it will lead to gaps/lapses in communication. Communication gap will result in poor services.
- If your child is not coming to school on any specific day, you should call your driver and inform on this. You should also drop in at least a WhatsApp text to your branch mobile on the same.
- Notice periods of at least 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.

POLICY CHANGES

- The Management of Esperanza reserves the right to make any policy changes at any given point in time.
- Policy changes usually are communicated through Email at the time of enquiry and admission.
- Updated Policy documents are displayed on DAATOS and Our Corporate Website
- Updated policy documents shall be made available at the branch for your reference
- Any updated & revised policy document sent to you via email or uploaded and displayed on DAATOS and our corporate website is deemed to be read, understood and agreed by you

THE ESPERANZA COVID POLICY

Students & Parents

1. Kids above 1.5 years , should wear a face mask at all times and shall carry an additional face mask in their bags .
2. Parents visiting the campus shall wear a face mask at all times. and shall sanitize their hands at the school entrance.
3. Body temperature shall be checked at the school entrance for students and parents. Those with unusual body temperature, shall not be permitted inside the campus.
4. Parents shall cooperate in showing their vaccination certificate, upon school staff's request.
5. Upon government and regulatory approvals, Kids have to get their COVID vaccination done promptly.
6. Parents are advised to NOT send their kids to school , if the child is either unwell or if they display any COVID symptoms

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School Staff

Fully vaccinated staff, face masks and hands sanitization at all times, body temperature checks will be the new normal at Esperanza.

Limited Service Offerings

1. Food shall not be provided by the school until Pre-COVID normalcy is attained. Parents shall send home food during this period.
2. School transport services may be limited in nature during COVID times.
3. School activities like Field trips and other activities / events which involve big groups, shall stand cancelled until Pre-COVID normalcy is attained.

Liability

1. Parents shall send their kids to school at their own risk.
2. Esperanza shall not be held liable / accountable , in the event of any child contracting COVID .

Parent Signature

esperanza®
Preschool | 24 x 7 Child Care

*This document is automatically deemed read, understood and acknowledged once emailed to you or when the admission formalities have been completed

E S P E R A N Z A C O R P O R A T E . C O M

POINT OF CONTACTS (SUBJECT TO CHANGE)

Issue / Concern Related To	Contact Person	Contact Designation	Contact Email	Contact Number
Unresolved Quality Issues of any kind	Chandrasekhar Vasireddi	Unnamed Chairman	communications@esperanzacorporate.com chandra@esperanzacorporate.com	9703804392 Not Given
Unresolved Academic Issues	Prabha Inavolu	Academic Head	academics@esperanzacorporate.com	8142100099
Unresolved Accounting Issues	Karan Kumar	Accounts Head	accounts@esperanzacorporate.com	7799313000
Unresolved DAATOS issues	Unnamed	Unnamed	communications@esperanzacorporate.com	9703804392
Unresolved issues with Branch Manager / Centre Head	Chandrasekhar Vasireddi	Chairman	chandra@esperanzacorporate.com	9703804392
Unresolved issue with Franchise Owners	Unnamed Chandrasekhar Vasireddi	Unnamed Chairman	communications@esperanzacorporate.com chandra@esperanzacorporate.com	9703804392 Not Given
Unresolved Security / Safety Issues	Unnamed Chandrasekhar Vasireddi	Unnamed Chairman	communications@esperanzacorporate.com chandra@esperanzacorporate.com	9703804392 Not Given
Unresolved issues with School Transport	Unnamed	Unnamed	communications@esperanzacorporate.com	9703804392
"Referral Rewards Related"	Karan Kumar	Accounts Head	accounts@esperanzacorporate.com	7799313000
Whistle blower	Chandrasekhar Vasireddi	Chairman	chandra@esperanzacorporate.com	Not Given
Corporate Tie-Up Related	Chandrasekhar Vasireddi	Chairman	chandra@esperanzacorporate.com	9703804392

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Franchise Acquisition or	Unnamed	Unnamed	communications@esperanzacorporate.com	9703804392
Franchise Sales	Chandrasekhar Vasireddi	Chairman	chandra@esperanzacorporate.com	Not Given
Meet with the Chairman on any Escalations	Chandrasekhar Vasireddi	Chairman	chandra@esperanzacorporate.com	Not Given

PAYMENT GATEWAY TERMS AND CONDITIONS

DISCLAIMER

This Service is being provided in order to facilitate access to our customers/parents to pay your fee online to Esperanza Educational Society or Esperanza Corporate Private Limited and it’s franchises, herein with referred to as “ Esperanza”, through an electronic and automated collection and remittance service (the “Payment Gateway”) hosted through Paytm (the ‘Payment Service Providers’). Esperanza makes no representation of any kind, express or implied, as to the operation of the Payment Gateway other than what is specified for this purpose. The User expressly agrees that his/ her use of the aforesaid online payment Service is entirely at his/her/their own risk and responsibility of the User.

LIMITATION OF LIABILITY

1. Esperanza is providing this service to you simply as a matter of convenience. Esperanza expressly disclaims any claim or liability arising out of the provision of this service. You agree and acknowledge that you shall be solely responsible for your conduct and that Esperanza expressly reserves the right to terminate your rights to use the service at any time it deems fit.
2. Esperanza, its affiliates or employees shall in no way be liable for any direct, indirect, incidental, special, consequential or exemplary damages, including but not limited to, damages for loss of profits, goodwill, data or any other intangible losses arising out of or in connection with the access to or usage of the Payment Gateway service.
3. Esperanza assumes no liability whatsoever for any monetary or other damage suffered by you on account of any delay, failure, interruption, or corruption of any data or other information transmitted or any interruption or errors in connection with the use and operation of the Payment Gateway service.
4. You shall indemnify and hold harmless Esperanza and their respective officers, directors and employees, from any claim or demand, or actions. Esperanza will not be liable for any failures in the external link or for any fraud perpetrated either at the payment gateway and/or at the bank end that could take place during or after the time of you making payment.
5. You agree, understand and confirm that any personal data including details related to debit card/credit card or Bank accounts submitted by you during the time of making payment is transmitted over the Internet and is susceptible to misuse, theft and/or fraud and that Esperanza has no control over such matters.
6. Although all reasonable care has been taken towards guarding against unauthorized use of any information transmitted by you, Esperanza does not in any way guarantee that the use of the payment gateway will not result in theft and/or unauthorized use of data over the Internet.

DEBIT/CREDIT CARD, BANK ACCOUNT DETAILS

You may pay fee at Esperanza by using a Debit/Credit Card or through your Internet Banking Account. You submit and agree that the debit/credit card details provided by you to the Payment Gateway for payment transaction processing will be correct and you shall not use a debit/credit card, which is not lawfully owned by you. You agree that when you initiate a payment transaction and/or issue an online payment Instruction and provide your Debit/Credit Card or Bank account details:

- You warrant that you are fully and lawfully entitled to use the said Debit/Credit Card or Bank Account for such transactions.
- You are responsible to ensure that all the Debit/Credit Card or Bank Account details provided by you are accurate.
- You are authorising the debit to the nominated Debit/Credit Card or Bank account for the settlement of fee selected by you along with the applicable fees.
- You are responsible to ensure that sufficient credit is available on your presented Debit/Credit Card or Bank Account at the time of making the payment to permit the payment of the bill/s selected by you inclusive of the applicable fees.

Convenience fees shall be levied for Online Payments using any payment channel (Credit Card/Debit Card/Net Banking/Wallets & Cash Cards). Convenience fee can also be referred to as Internet handling fee. Convenience fee can be either a flat fee (Net Banking) or a percentage (Card Gateway & Wallets & Cash Cards) of the amount that you pay depending on the payment mode selected.

REFUND / TRANSACTION CANCELLATION

In the event of a refund of the amount to the customer for any reason, the amount will be refunded through Gateway process only and no cash refunds will be made.

By proceeding ahead with the payment process you expressly agree and provide your consent to the Terms and Conditions as mentioned above.

DECLARATION

I hereby confirm that I have read, understood, and agree to 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: _____

Note: *If this document is emailed to the parent as a soft copy, it need not be signed and is deemed to be read, understood and agreed*

For Office Use Only

Signature of the Representative of Esperanza (Signed) _____