

ARRIVAL ON THE FIRST DAY

For the first few days, in order to help your child to settle in, you may find it helpful to stay for a short period and perhaps involve him/her with a puzzle or activity or read a story. As soon as you want to leave, we are happy to take over. If you would prefer not to stay because it would make the departure more difficult, or you have other commitments, that is fine. We usually find that once a parent has left and their child's attention has been involved in something, then the child settles in quite quickly. Every child is individual with his/her own particular needs, and we place great emphasis on helping each child becoming part of the "family" here and will liaise with parents if there are any issues.

SECURITY

In order to maintain the security of your child, it is important that you advise us in advance of any person, other than yourself is collecting the child or his/her usual carer, is collecting at the end of the session. Please provide a photo. For additional security a password will be set up in advance. It helps if he/she is collected promptly, but if you are unavoidably delayed in collecting your child, please contact:

020 8894 3113.

BELONGINGS

All belongings must be clearly labelled. A spare set of clothes is required to be kept in a drawstring bag on your child's peg. The school does not take any responsibility for lost clothes or other items. Please do not allow your child to bring toys or sweets to school. Children who stay for lunch should bring a toilet bag containing a toothbrush to hang in the bathroom. Again this should be clearly labelled.

In cold/wet weather children must bring outdoor clothes and wellington boots for outside play.

Children should wear comfortable washable "inexpensive" clothes. Aprons will be provided for painting activities. All clothes should be easy for the child to manage. See T&C's

EQUAL OPPORTUNITIES

Children are welcomed regardless of culture, creed, colour, gender or religion. We aim to cultivate an understanding for all peoples of the world.

DISCIPLINE

The children's freedom is only restricted by the ground rules of the classroom, which are based on respect and courtesy for others. If we find unacceptable behaviour is evident the child is quietly spoken to and making it clear that it is the behaviour and not the child, which is causing the problem. Allowing the child to maintain his/her dignity, whilst understanding how he/she should behave is considered very important. The staff do not shout at the children or use corporal punishment under any circumstances.

The Principal reserves the right to request the removal of a child whose influence disturbs the other children in the Montessori environment.

HEALTH

If your child has any allergies or should avoid certain foods for religious reasons, please let us know.

For your child's sake, and to prevent cross-infection between children, we ask that children who are ill be kept at home and should not be sent to school.

CHILDREN SHOULD STAY AT HOME FOR 48 HOURS FOLLOWING ANY FORM OF UPSET STOMACH AND 24 HOURS AFTER A TEMPERATURE.

Please telephone to let us know if your child is unwell and cannot attend school. If your child needs prescribed medicine at school, your written permission and details will be required; please ask a member of staff for a form. In the summer please provide a sun hat and ensure that you apply sunscreen before he/she comes to school. If a child is attending all day, he/she will need sunscreen in their bag on their peg and you will be required to sign a form giving staff permission to apply. In the unlikely event of a medical emergency arising we will, of course, try to contact you as a matter of urgency. However, your consent in writing is necessary in case treatment is needed. It is important that we always have your emergency contact numbers and that of one other person whom you designate. Please ensure that these contact numbers are kept up-to-date.

COMPLAINTS PROCEDURE

Should you have any concerns, at any time regarding the services at the school, please do not hesitate to discuss this with the Manager Megan McClellan at a mutually convenient time. The proprietor of the school, Mrs Sonya Kanchan-Lal will be available for further discussion if necessary. The Richmond County Council Social Services represent an additional point of contact and they can be contacted on 020 8891 7969, as well as the Regulating body: OFSTED 08456 404040. www.ofsted.gov.uk/childcare.

SESSION TIME

The times and prices on the fee sheet are fixed. No discounts are available if a child does not complete a session. If you require to change your child's sessions this must be done at least 4-6 weeks in advance. Sessions will be subject to availability. A child should attend school for a minimum of 3 sessions or full days per week depending if they are under or over 3.

FEEES

Fees are payable monthly in advance by cheque, or in instalments by Direct Debit/Standing Order. Any additional fees will be billed separately. Extra fees will be paid for on a monthly basis. There are no reductions for absence due to illness or additional family holidays.

Milkshake requires one month's written notice for withdrawal of your child or one month's fees in lieu of notice. If the child does not start within one month of the expected commencement date, their place will be cancelled if no notification is given.

See terms & conditions.

EARLY, LATE SHAKES & EXTRAS

If you require your child to start the morning session before 9.15am, or stay late between 4.14-6pm and lunches there are standard charges. (see fee sheet)

LATE FEES

Parents are encouraged to pick up their children promptly and pay fees on the 1st of the month as late fees will be applied (See T&C's & fee sheet)



Milkshake Montessori School

Learn, Love, Live

Handbook

Please keep this document safe