



Parents' Handbook

Infant Care / Preschool

Our Vision

To be a leading organization in developing character-based educational approaches using research-based theories and strategies to bring about “Character-Morphosis” in children.

Our Mission

To support parents in developing character traits and skills (academic/intellectual/social) in children for life-long success, through a programme developed upon research based theories and strategies.

Revised July 2013

CM Central
Character Montessori Bishan
Character Montessori Punggol
Character Montessori Yishun

<http://cm-preschool.com>

FEE INFORMATION SHEET
Year 2009 till present

	Amount (\$)		Remarks
	Half Day	Full Day	
1) School Fee (1 st Month) - Child care - Infant care	Refer to Fee Structure issued by the center upon registration.		
2) Centre-based Child Care Subsidy			
a) Working mother / single father - Child care - Infant care	150 300	300 600	Applicable to Singaporeans only. <i>Additional Infant & Child Care Subsidies are applicable, subject to ECDA rules, regulation and policies</i>
b) Non-working mother / single father - Child care - Infant care	150 150	150 150	
3) Deposit Fee (w /o subsidy) - Child care - Infant care	Refer to Fee Structure issued by the center upon registration.		One Month Fee
4) Registration Fee	100	100	Non-refundable
5) Others:			
a) Uniform			Recommend 3 sets (\$20/set)
b) Casual Uniform	--		For Full Day Children only(\$18/set)
c) Insurance per year	6	6	Optional
d) Transport			Subject to availability and location
e) Penalty Charge	10	10	Per day; for late payment of school fee
f) Emergency Care Programme	35	--	Half day or part there of
g) Special Custodial Care	--	10	Per 10 minutes or part there of
h) Fine	20	20	For lost or damaged of library books

WELCOME NOTE

Dear Parents/Guardians,

Thank you for considering Character Montessori (CM) as the form of early childhood education for your child.

Character Montessori focuses on the creation of learning space, use of Montessori equipment and a specially developed curriculum to nurture young children. The core curriculum is designed and planned around KEY character traits (such as attentiveness, gratefulness, patience, etc). Our unique approach centres on moulding each child's character, teaching using the Montessori approach (even for the Chinese programme) and other modern research-based approaches, as we collaborate closely with our parents.

In summary, our vision is to bring about a beautiful transformation in children through meaningful interaction, discovery and creative play and expression in a seamless way, so that every child undergoes the life changing experience likened to that of a caterpillar in its metamorphosis into a butterfly.

With warmest regards,

Yours sincerely,



Grace Yong (Mrs Ng)
Executive Director

Our Educational Philosophy and Programme

**Train a child in the way he should go;
even when he is old he will not depart from it.**

– Proverbs 22:6.

We believe that shaping the moral character of a child is the fundamental mission of education. At the same time, education prepares the child with skills that enables him/her to eventually become a contributing member of his community. We celebrate the uniqueness of every child, his/her talents, intelligences and serve to bring out the best in every individual.

This philosophy is realised through a programme that seeks to achieve the following objectives:

- *To provide a programme and environment that develops the child's moral understanding, creates a preference to do good rather than avoid punishment and motivates the child to act morally.*
- *To accept and respect each child as a valued individual, with his/her own learning style, intelligences* and talents. While the Montessori method forms the foundation of our teaching approach, we strive to bring out the best in each child using research-based teaching strategies of the 21st Century.*
- *To celebrate childhood as a glorious time, nurturing the child's natural curiosity through meaningful exploration, fun and creative experiences and stimulating learning environment so that learning will be an enjoyable life-long process.*
- *To establish a well-informed, learning community, passionate about nurturing the young, through on-going staff development emphasis and good parent-centre partnership.*

* Theory of Multiple Intelligences © Howard Gardner, Harvard University 1983

Our Preschool Curriculum

CM's curriculum is developed upon findings of modern brain research made possible with MRI scanning technology. It combines the best of time-tested Montessori approach with new strategies in teaching for the internet age. Apart from imparting knowledge, we hone children's skills to find information, analyse, manage and apply it.

Content for character building is infused into our academic curriculum (Character ReadNthink) as well as built into every center's culture. Every teacher is trained to manage children in a way that helps children internalize the character traits and build moral foundation for life-long success.

▪ **English Language**

Character readNthink

Through engaging MI* strategies, CM's sight word reading programme trains children to recognise the 200 most commonly used words in the English language. A complete set of in-house designed readers take children from reading the first sight words to handling comprehension passages.

The readers contain stories that inculcate in children the importance of good character traits like attentiveness, patience, kindness, etc. They also provide content for developing comprehension and thinking skills (inferencing, categorizing, sequencing, etc.) that equip children for the demands of the primary school English syllabus.

Phonics- fun2read!

CM's phonics programme integrates Montessori phonics teaching with MI* activities and strategies that make learning easy for children. The design of the curriculum is based on research in the teaching of phonics which has identified the approaches that are most effective for young children. The syllabus takes children from the first letter sounds to advanced phonics skills so that they read and spell confidently.

▪ **Math-Without-Tears!**

The hands-on experiences that children have using the Montessori Math materials coupled with the integrated games, craft and other engaging MI* activities make grasping math concepts easy for children. Activity sheets are designed to bridge the Montessori concrete learning experiences with the abstract presentations in the primary school math syllabus (Primary 2). Strategies and content that are unique to the local math syllabus are also covered.

▪ **Chinese-Without-Tears!**

The Chinese program has been developed by professionals who have mastered the Montessori approach to teaching language and understand the challenges of learning Chinese as a second language. Content is introduced against the backdrop of rich Chinese culture through engaging activities like appreciation of Chinese art, cuisine, crafts, music and dance.

Learning to write and recognise complex Chinese characters is done through the use of in-house designed materials and activities that are carefully graded and structured. They provide children with a hands-on learning process that is engaging and rewarding.

Theme based activities where songs, rhymes and stories are used in small group interaction with teachers and peers, train accurate pronunciation and build confidence in using Chinese for comprehension and communication.

▪ **Science and Cultural**

From understanding sequences in lifecycles, categorizing animals by attributes to testing hypothesis in simple experiments, scientific thinking is introduced to children in engaging ways. These activities develop thinking abilities and whip up their appetite to learn. Issues related to environmental and social sciences - conservation, sustainability, racial and cultural tolerance - are also an integral component of this curriculum.

▪ **Practical Life**

The purpose of the Montessori practical life activities is to promote independence and self-reliance through the acquisition of competence in many daily practical skills. These activities help develop eye-hand coordination, gross and fine motor skills, concentration, attention to detail and a sense of order. This curriculum prepares children from 18 months of age for writing, reading and mathematical thinking. In any developmental curriculum, this is the foundation – the most important.

▪ **Sensorial**

Young children discover the world through their senses. The Montessori sensorial equipment is designed to enhance sensory development and provide a foundation (concrete) for later abstraction. Children in preschool are in a sensitive period for the refinement of the senses and for order. Children will learn to discriminate between colours, shapes and feelings as well as acquire a proper vocabulary to identify such attributes

▪ **Bi-lingual Project Work (K1/K2 Children)**

K1 and K2 children engage in project work 2 to 3 times a year. Children learn teamwork, engage in discussions and respect one another's opinions. They develop skills like applying knowledge across curriculum, communicating ideas verbally and visually, creating a new product (song, dance, model, etc) which makes them socially adept, confident and creative individuals.

Our Infant Care Curriculum

We provide quality and personal care to all the infants entrusted us. We have developed an environment that is Safe, Love & Enriching :

- a. High safety and hygiene standards
- b. Caregivers qualified in infant care
- c. Caregivers qualified in first-aid
- d. Experienced caregivers who love children
- e. Emphasis on child-caregiver bonding
- f. Personal daily journal
- g. High caregiver- to babies ratio
- h. Home-like environment
- i. Age-appropriate curriculum
- j. Discovery and experiential learning
- k. Musical experience
- l. Outdoor discovery

TERMS & CONDITIONS

1. General Information

Opening Hours

Programme	Full Day	Half Day
Monday- Friday	7:00am -7:00pm	7:00am -1:00pm 1:00pm -7:00pm
Saturday	7:00am -2:00pm	7:00am -2:00pm
Sunday & Public Holidays	Closed	Closed

2. Registration/Admission/Fees

- a. Upon registration, a non-refundable registration fee*, a one-month deposit and the monthly fee are required. Other items payable include centre's formal uniform and casual uniform. Parents must submit the relevant documents together with the registration form.
- b. Parents are strongly encouraged to purchase insurance for their child under CM's group insurance package. However, if you do not wish to do so, you would need to sign the Indemnity (Childcare Insurance) Form. The insurance must be renewed punctually on an annual basis. Parents who fail to renew, do so at their own risk.
- c. Payment should be made by GIRO or cash or cheque. All cheque payments are to be crossed and made payable to the respective centre.
- d. Monthly fees are payable by 24th of each month for the following month. In the event that the 24th of the month falls on a public holiday, Saturday or Sunday, GIRO and CDA deduction may be made as early as the 21st of the month or according to pre-planned list of deduction dates issued by the center. A penalty charge* shall be imposed for late payment from the 1st day of the following month. In any case, parents shall settle all outstanding fees within one month after the due date.
- e. For parents who wish to cancel their reservation prior to the date of orientation/entry, a cancellation fee of half the monthly fee will be levied. All monies paid less registration fee* and cancellation fee (equal to ½ monthly fee) will be refunded.

- f. For other programmes (enrichment classes e.g. speech & drama) where fees are collected on monthly or term basis, no monies will be refunded if the child withdraws from these programs.
- g. Orientation – Some children especially those who attend school for the first time will need more time for adjustment to a new environment, teachers, routine, etc. The centre recommends a one month period of orientation. However in cases where the child does not assimilate into the environment within the one month, the Supervisor may recommend withdrawal. In such cases, the deposit and the remaining pro-rated fees, subject to a maximum of 2 weeks being deducted from the first month’s fee, shall be refunded.
- h. Fees are payable regardless of any absence from the centre whether voluntary or not or for any reason.
- i. The current fee structure is listed in the Fee Information Sheet* as enclosed.

*Refer to Fee Information Sheet (5e)

3. Government Infant Care/Child Care Subsidy Claim

- a. A parent may apply for child care subsidy at the following rates:

Programme	Full Day	Half Day
Infant Care Working Mother	\$600 per child	\$300 per child
Infant Care Non-Working Mother	\$300 per child	\$150 per child
Child Care Working mother /single father	\$300 per child	\$150 per child
Child Care Non-working mother /single father	\$150 per child	\$150 per child

- b. Subsidy claims are applicable to both working & non-working mother/single father upon submission of documents to prove their working status as required and approved by ECDA.

- c. *Subsidy claims including additional infant and child care subsidies are subject to ECDA rules, regulations and policies.*
- d. *Parents have to make up any unsuccessful subsidy claim which is due to the Centre, for whatever reasons as determined by ECDA.*
- e. *The centre, acting on behalf of ECDA will review yearly the employment status of the parent's eligibility for the Government Subsidy Scheme. Whenever necessary, the Centre will review cases on a higher frequency.*
- f. *Parents must inform the centre of any changes in their employment status.*

4. Programmes

Children are grouped into different *programmes* according to their ages:

Programme	Age
Infant Care	2mths – 17mths
Pre-Nursery 1	18mths – 23mths
Pre-Nursery 2	2yrs – 3.5yrs
Nursery	3.5yrs to 4.5yrs
Kindergarten 1	4.5yrs to 5.5yrs
Kindergarten 2	5.5yrs to 6.5yrs

5. Deposits/Placements/Withdrawals

- a. *Any parent, who wishes to withdraw their child, must inform the centre through the centre Administrator in writing and give one calendar month's notice, failing which the deposit will be used to offset the month's fees. Neither verbal communication nor notification to the class teachers through any other means will be accepted. **Notice will only commence on the 1st of the next month if it is handed in after 6 pm on the 1st of the month.***

- b. For parents who chose to pay fees on quarterly payment terms, kindly note that the centre will not offset their deposit unless a 1 calendar month notice (refer to Section 5a for details) is given to the centre in writing.
- c. Deposit is strictly non-refundable and will be used to offset the last month's notice period. For K2 children the deposit will be deemed to offset the final month (December) fee in your child's graduation year. K2 children will **not** be entitled to participate in the Graduation Ceremony if their last day of school is before 1st December in their graduation year. Monies paid for insurance are also not refundable.
- d. For existing students, parents will need to reconfirm a place for their child before the end of September through a "Placement Exercise" for the next year. Placement for the subsequent year is NOT guaranteed unless a placement fee **equivalent to one month's fee** is received. The placement fee will be offset against **half month of January's fee and half month of February's fee** in the following year. Placement is dependent on the availability of vacancies at the center. Existing students will enjoy priority over new students. Placement fees are **NON REFUNDABLE**.
- e. For students on long-vacation/break (exceeding one month) unless the monthly fees are paid, the centre reserves the right to release the place to new enrolment.

6. Transport Arrangement (centre-operated for preschool)

- a. All new centre-operated transport arrangements are made through the **Transport Request Form**.
- b. Routine Transport Rate

Detail	Trips Per Day	Fees (Monthly)
Home to Centre & Centre to Home	*One trip to & return from center	Refer to Fee Information Sheet

* Within the stipulated circuit.
Additional charges may be imposed on further distances.

- c. The transport fees will be paid (in advance) monthly by the 24th of each preceding month together with the child care fees.

- d. There will be **NO REFUND** of such fees upon commencement of the new month i.e. after the 1st day of the month. Please note that the transport fees are payable on a 12-monthly basis. Transport fees for **June** will therefore be collected together with the **January fees**, and transport fees for **December** with the **July fees**. For newly enrolled students, upon registration, the June/Dec month's Advance Transport Fees are payable too. For example, a student registering for transport in the month of March will need to pay for June's fee at the same time. Then in July, the student will pay for July and December's transport fees. ALL Advance Transport Fees paid are non-refundable.
- e. The child must be on time at the designated pick-up-point, the driver may wait at the designated pick-up point for up to 5 minutes. Parents may inform the driver should they realize that they may be late. This should be done at least **HALF AN HOUR BEFORE PICK-UP TIME**.

Note: The driver is **NOT OBLIGATED** to make a second trip to pick the child who misses the bus.

- f. Parents are requested to **inform the driver directly** whenever the child is unable take the usual transport service, so that the driver does not wait needlessly.
- g. **DO NOT** give last minute instructions to the driver to alter the normal schedule or routine, **the driver is not allowed to alter the schedule without proper authorization from the Supervisor or the Transport Office**.
- h. Should there be any major changes in transport arrangements e.g. change of address, please fill in the Change Of Transport Arrangement form and submit it to the center's Administrator or Supervisor **7 DAYS IN ADVANCE** of intended change.

Parents / guardians (who do not use the centre-operated transport are to make their own arrangements to bring their child to/from the Centre.

7. Term-Break Programme

- a. The centre is closed on Sundays, public holidays and an additional 5 ½ days during the year for staff training and retreat.
- b. Our subject-based curriculum follows a 10-week cycle, in line with the national school term for primary schools. Therefore, during the school term breaks, our teachers will conduct theme-based activities (Pre-Nursery) or do project work (Preschoolers) which are also components of our core curriculum.

8. Arrival & Dismissal

- a. *Parents/Guardians (who choose not to use the centre's transport) must sign in their child at the centre's receiving area and sign out when they pick up their child from the centre.*
- b. *Upon arrival, parents/guardians must ensure that children are safely received by the centre, temperature taken and body check completed before the adults leave.*
- c. *Parents/Guardians who are picking their children up are responsible to ensure that their children are safely and punctually picked up from the centre.*
- d. *Should parents/guardians be unable to pick up their child, they must inform the centre of the **name** and **NRIC No.** of the person who is authorized to pick up the child ahead of dismissal time.*
- e. *The centre will **NOT** release any child to any person without prior authorisation and notification by the parents/guardians.*
- f. *For children on half day programme, parents or guardians should pick them up by 1pm. Failing which children will be placed on our Emergency Care Programme which is chargeable*.*
- g. *For children on full day programme, parents or guardians should pick them up by 7pm. Failing which, the children will be placed on special custodial care which is chargeable.* However, the centre is not obliged to place such children under special custodial care.*

** Refer to Fee Information Sheet*

9. Medical Care

- a. *A child who is ill or has contagious diseases (such as HFMD, chicken pox, influenza, etc), will **NOT** be allowed into the centre.*
- b. *If a child has a family member who is suffering from an infectious disease (eg. HFMD, chicken pox, influenza etc), parents should keep the centre informed, even if the child is not infected.*
- c. *During visual screening (at arrival time) or if the child has fallen ill while in the centre, the staff will actively contact the parents/guardians, or place the child under quarantine until the*

parent/guardian arrive or seek professional medical attention in urgent situations. Parents/Guardians shall bear the full medical cost incurred.

- d. In the event that parents cannot be reached at the time of an incident, the centre shall contact the child's family doctor. If the family doctor cannot be contacted, the centre shall seek medical help for the child. Any medical fee shall be borne by the parent.*
- e. Parents are to produce the medical certificate-of-fitness when your child returns to the centre after recovering from infectious or communicable illnesses (eg. HFMD, chicken pox, influenza etc).*
- f. A **MEDICATION FORM** for the administration of medicine is available. Parents are advised to record clearly their child's medication/dosage and their instructions in the Medication Form. Please note that all medication must be clearly labelled with the child's name, dosage and the name of medication. Unless the **Medication Form** is duly **completed** and the **medication** is **labelled** with the **child's name**, medication will not be administered.*
- g. Please note that there will be no refund in fees, or part thereof, if the child falls ill during the month or is kept at home for any period of time. Parents will have to pay the monthly fee if they wish to retain a place for their child.*
- h. In the event whereby the centre is required to close due to any nationwide outbreak of contagious diseases (such as HFMD or SARS), the centre is NOT obliged to make any refund of monies for the duration of the closure.*

10. Policy on Special Needs Children

A school is a microcosm of a society. A society that is able to accept and care for its weaker members and help them become contributing members is a stronger more cohesive and unified one. Our policy in accepting special needs children is based on this belief. However, understanding our own limitations in terms of training and resources, our acceptance of special needs children is based on the following guidelines:

- a. They are not violent*
- b. They must be receiving specialised therapy*
- c. Our objective is primarily to provide an environment to help develop their social skills.*
- d. The special needs children do not need specialised care like toileting and feeding. Generally they are likely to be mild cases of ADD, ADHD, autism, etc*
- e. It is within our teachers' and management's ability to manage and the quality of our care for other children is not compromised.*

11. Outings / Field Trips

- a. *The centre will organize outings/field trips to places of interest as part of the children's experiential learning process. Parents/Guardians will be given the itinerary and consent forms before hand.*
- b. *Children not participating in an outing/field trip (with prior arrangement) will be cared for at the centre.*
- c. *Admission fees and transportation costs will be borne by the center.*
- d. *Children will only be allowed to participate in an outing/field trip if consent forms are properly completed by parents and submitted to the center punctually per deadline specified in the field trip notice/consent form.*
- e. *The center shall organize 2 outings a year for Pre-Nursery children and 1 per term for children in Nursery, K1 and K2. Pre-Nursery children must be accompanied by a parent on all outings, failing which, the children will not participate in the outing.*

12. Annual Concert/K2 Graduation Ceremony

- a. *The centre will hold its annual concert and K2 graduation ceremony in the fourth quarter of the year.*
- b. *All children whom the teachers deem matured enough to benefit from participating in it will be encouraged to join in the performances.*
- c. *Parents of children participating in the concert will be informed of the “**Concert Preparation Fee**” to be paid to help defray the cost of putting up the concert. This fee shall be paid in the month of June together with July's Fee (This fee paid is non-refundable)*
- d. *Depending on the choice of venue for the concert, a separate fee will be levied on each entry ticket.*

13. Things To Bring And Observe

- a. *Upon enrolment, parents/guardians of infants, pre-nursery and full-day children will be given a list of things to bring.*
- b. *Parents must ensure that all their children's belongings are properly labeled.*

Preschool

- c. *All children in Pre-Nursery must have an extra set of clothing in their schoolbag everyday.*
- d. *All children are required to put on the centre's uniform and carry the centre's bag for uniformity and easy recognition.*
- e. *Except for toys that may be needed in the first few days at the centre to help ease the child's transition into the centre, parents are advised to leave their child's toys at home.*

FULL-DAY CHILDREN

- f. *For hygiene purposes, children are not allowed to bring bolsters, pillows, blankets and soft toys for use during nap time. Instead, they may bring a cardigan which they will put on during their nap and bring home daily.*
- g. *After the children shower, they must change into the centre's casual uniform and wear it throughout the rest of the afternoon*

Infant care

- h. *Every infant must bring his/her own items which include:*
 - i. *Milk powder / milk cereal*
 - ii. *Bottles /cups / spoons / bowls*
 - iii. *Potty*
 - iv. *Towels: Bath towel /wash towel*
 - v. *Diapers*
 - vi. *Change of Clothing*
 - vii. *Blanket*
 - viii. *Bibs*
 - ix. *Shampoo & Soap only if baby has sensitive skin*
- i. *Parents need to buy the cot sheet and bring home for washing every weekend*

14. Meals (meat is from Halal sources)

- a. *In order not to upset the daily routine of the children, meals will not be served after the specified times.*
- b. *Children are expected to eat the meals provided by the centre and there will be no diet substitution except on medical grounds.*
- c. *In cases where there is food allergy or for medical reasons, and a child needs to be on a special diet, a doctor's letter must be submitted. Where there are dietary requirements for religious reasons, parents will have to provide a letter stating the requirements. Parents have to provide the child with his own food for consumption during all meal times at the centre in these situations.*

15. Parent's Involvement

- a. *Parents/Guardians are encouraged to be involved in the programmes pertaining to their child's development organized by the centre such as parenting talks and get-togethers with staff. Parents/Guardians are invited to join in our activities such as outings/field trips/camps as much as possible.*
- b. *Parents/Guardians are welcome to visit the centre except during the children's rest time. To minimize disruption in our programmes, an appointment must be arranged with the centre prior to the visit.*
- c. *Parent-Teacher meetings are held twice a year. Feedback regarding our staff, the curriculum and the environment in the centre is welcomed.*
- d. *Library Programme - Children in Nursery (Term 3 onwards), K1 and K2 are allowed to borrow books home over each weekend during term time. They will return the books by the following Wednesdays. Parents are encouraged to read the books to/with the children as this promotes parent-child bonding and cultivates a love for reading.*

A fine* will be imposed for the lost or damaged books.

(* Refer to Fee Information Sheet)

- e. *Parent Volunteer Group – We welcome parents/guardians to be part of CM's Parent Volunteer Group. Members of this group will assist the centre in its activities like children's outings and gatherings, help out at special events like family days and concerts, respond to social network websites to provide feedback about the centre, assist in the centre's cultural exchange programmes and give presentations to children where possible. The above examples are not exhaustive and the activities depend on the resources available.*

16. Birthday Celebration (Preschool)

- a. *Parents are advised to submit details of their child's birthday in the “**CM-Birthday Celebration Info-Card**” to the form teacher. The teacher in-charge will issue the card 2-4 weeks prior to the child's birthday.*
- b. *To minimise disruption in curriculum time, parents are advised to be punctual and to keep birthday celebrations at the centre simple*

17. Insurance/Indemnity

- a. *Parents are encouraged to have their children covered under a group insurance policy- Junior Personal Accident Insurance policy. Parents/guardians agree to indemnify the centre against any claims for mishaps or accidental occurrences to their child. Please refer to the terms and conditions of the group insurance policy. If parents do not renew their insurance policies promptly, they will not be eligible to submit for claims if there is an incident.*
- b. *Parents/guardians accept that the child will participate in different activities as part of the curriculum at the centre and agree that the child in so participating, does so at the child's own risk and that the centre shall not be liable and responsible for any accidents or personal injury sustained or suffered by the child or any damage to property caused while the child is participating in such activities. All necessary safety precautions will be taken during such activities.*

18. Communication

- a. *Every child is given a **Communication Notebook** and it forms the main channel of communication between parents and teachers. Please check the notebook daily for messages from the teachers. Our teachers will check the notebooks daily for messages from parents too.*
- b. *If you need to pass urgent messages to the teachers during school hours please contact the office.*
- c. **Class Blog** – *to keep parents constantly updated on what their children are learning in class, every class has its own class blog. These are private blogs and parents will be given passwords to assess them. Teachers will post entries and photos on a regular basis to*

keep parents abreast. Parents are to note that they are **not** to provide blog-access and passwords to non-immediate family members for reasons of security & privacy.

19. Others

- a. *The centre reserves the right to use photographs of the children taken during activities organized by the centre for its marketing and publicity efforts.*
- b. *Parents/Guardians are requested to update the centre immediately of any change in the personal particulars such as change of address, telephone numbers, emergency contact persons and persons authorized to fetch their child.*
- c. *The centre reserves the right to terminate or not accept any child into its programmes at its discretion. Parents/guardians who violate the above terms and conditions may be required to withdraw their child from the centre.*
- d. *The centre reserves the right to amend any terms and conditions at any time without prior notice. Please refer to our updated copy available at our centre's admin office or your child's class blog.*
- e. *Feedback from parents is always welcomed. The Supervisor will acknowledge and respond to feedback from parents within a reasonable time. If there are issues that are beyond the authority of the Supervisor, they will be escalated to senior management.*
- f. *Parents are reminded about our stand on postings of unsubstantiated facts or hearsays on social network websites such as Facebook, Twitter, parents' forums, blogs, etc. The centre will not hesitate to prosecute those for libel and defamation if they cause wilful damage by spreading defamatory or derogatory remarks.*

The End