

Safe Nursery: Payment & Refund Policy

1. Introduction

This manual outlines the payment terms, part-time enrollment conditions, and refund policies for Safe Nursery. Our aim is to provide clear guidelines to ensure a smooth and transparent financial process for all our families. By enrolling your child at Safe Nursery, you agree to adhere to the terms and conditions set forth in this policy.

2. Fee Structure & Payment Terms

All fees are communicated upon enrollment and are subject to annual review.

2.1. Payment Due Date:

- Monthly tuition fees are due in full on or before the **5th day of each calendar month**.
- An invoice will be issued [e.g., by the 25th of the preceding month / at the beginning of each month].

2.2. Late Payment Penalty:

- A **late payment penalty of [e.g., 5% of the outstanding balance / EGP XXX]** will be applied to any tuition fees that remain unpaid after the 5th day of the month.
- This penalty will be automatically added to your outstanding balance.
- Continued non-payment may result in the temporary suspension of your child's enrollment until all outstanding fees and penalties are settled.

2.3. Payment Methods:

- Payments can be made via [list accepted methods, e.g., bank transfer, direct debit, online payment portal, cash at the nursery office].
- Please ensure payments are clearly referenced with your child's full name and invoice number.

3. Part-Time Enrollment Policy

Safe Nursery offers a part-time enrollment option for specific periods of the year to accommodate varying family needs.

3.1. Eligibility for Part-Time Enrollment:

- Part-time enrollment is available for a maximum of **12 days per month**.
- This option is available only during the following designated months: [July, August, December) This will be communicated annually.

3.2. Part-Time Fee:

- The fixed fee for part-time enrollment (12 days per month) is **EGP [Insert Specific Amount]** per month. This fee covers the 12 days regardless of actual attendance.
- Any days attended beyond the 12-day limit within the same month will be charged at a pro-rata daily rate based on the full-time monthly fee.

3.3. Notification Requirement:

- Parents wishing to enroll their child on a part-time basis for an eligible month **MUST notify Safe Nursery in writing (via email to safenursery@safe-eg.org) by the 25th day of the preceding month**.
- Failure to provide timely notification will result in the child being considered for full-time enrollment for that month, and the full-time fee will apply.

3.4. Policy on Dropping a Month

If you wish to drop a month from the nursery schedule, please note the following:

- You must provide us with a **written notice by the 25th of the month preceding** the month you intend to drop. For example, if you want to drop August, we need written notice by July 25th.
- Please be aware that you are **not permitted to drop more than one month** within a year.
- Payment for the **month immediately following** your dropped month will be required in advance to secure your child's place. And this is nonrefundable
- **Withdrawal:** Failure to adhere to this policy will result in your child being considered withdrawn from the nursery.



3.5. Conditions:

- Unused part-time days cannot be carried over to subsequent months or refunded.
- Part-time enrollment does not guarantee a full-time spot for the following term/month. Full-time enrollment is subject to availability and our standard admissions process.

4. Withdrawal Policy

Should you need to withdraw your child from Safe Nursery:

4.1. Notice Period:

- A minimum of **one (1) calendar month's written notice** is required for withdrawal. For example, if you intend to withdraw your child by the end of August, written notice must be received by July 31st.
- Notice should be sent to safenursery@safe-eg.org

4.2. Fees During Notice Period:

- Full tuition fees are payable for the entire notice period, regardless of the child's attendance.
- Failure to provide the required notice will result in one month's full tuition fee being charged.

5. Refund Policy

Safe Nursery maintains a strict refund policy to ensure fairness and consistency for all families.

5.1. Non-Refundable Fees:

- The **Registration Fee** is strictly non-refundable under any circumstances.
- **Late Payment Penalties** are non-refundable.
- Fees for **attended days or months (full-time or part-time)** are non-refundable.

5.2. Tuition Fee Refunds (Specific Conditions):

- **Withdrawal with Proper Notice:** If proper one-month written notice is given, and fees have been paid beyond the notice period, a refund for the *unused full months* (beyond the notice period) may be issued.
 - *Example:* If notice is given on July 15th for withdrawal by August 15th, August's fee is payable. If September's fee was already paid, it would be refunded.
- **Prolonged Illness/Absence:** In cases of prolonged illness (e.g., requiring hospitalization for more than two consecutive weeks) or other exceptional circumstances, a pro-rata credit or partial refund *may* be considered on a case-by-case basis, at the sole discretion of the Nursery Management, upon presentation of official documentation (e.g., medical certificate). This does not apply to regular sick days or short absences.
- **Nursery Closure:** In the unlikely event of a prolonged nursery closure due to unforeseen circumstances (e.g., natural disaster, government mandate) exceeding [e.g., 5 consecutive working days], a pro-rata credit or refund for the affected period may be considered.

5.3. No Refunds For:

- Short-term absences due to illness, family holidays, or personal reasons.
- Public holidays or nursery closure days as outlined in the academic calendar.
- Days not utilized during part-time enrollment.
- Dismissal from the nursery due to breach of policy or conduct.

5.4. Refund Processing:

- Approved refunds will be processed within [e.g., 30 working days] from the date of approval.
- Refunds will be issued via [e.g., bank transfer] to the original payer.

6. Changes to Policy

Safe Nursery reserves the right to amend this Payment & Refund Policy Manual at any time. Parents will be notified of any significant changes in writing with reasonable notice.

7. Contact Information

For any questions or clarifications regarding this policy, please contact the Nursery Administration at:

- **Email:** safenursery@safe-eg.org
- **Phone:** 01273999984

Thank you for your understanding and cooperation in adhering to these policies, which help us maintain the high quality of care and education at Safe Nursery.