

MILESTONES LEARNING CLUB AND CHILD CARE POLICIES & PROCEDURES 2026-27

Dear Parents/Guardians,
Welcome to Milestones Learning Club and Child Care!

We at Milestones believe that every child is a unique individual and deserves to be treated as one. The ethos behind setting up this project is to provide “specialized care” to children keeping their individual needs in mind. Dedicated individual attention, care and counselling can work wonders in nurturing children and ensure that they achieve their true potential, develop self-esteem and confidence.

Milestones Learning Club is dedicated to the care and education of infants, toddlers and young children. Each group has its own dedicated area equipped with stimulating fun and educational activities designed to encourage healthy growth.

We provide excellent childcare to benefit the development of your child’s early education. Whether you are looking for occasional or full-time childcare services you can rely on Milestones Learning Club.

Our Childcare and Academic Programmes include:

- i. First Steps (Age 1.6 – 2.5 yrs)
- ii. Second Steps (Age 2.6 – 3.5 yrs)
- iii. Nursery (Age 3.6 – 4.5 yrs)
- iv. Kindergarten (Age 4.6 – 5.5 yrs)
- v. Day Care facility for Ages 6 months – 1.5 years.
- vi. After school care for Ages 3 – 10 years.
- vii. After school Homework Assistance & Remedial classes
- viii. Activity Club

Childcare, Academic and Drop-in Packages/services are available throughout the year, except for, gazetted public holidays. Milestones will follow Government directives in case of holidays announced due to security reasons.

Kind regards,

Team Milestones ☺

Tuition and Fee Agreement

Parents/Guardians are requested to fully acquaint themselves with the packages and fee structure and to thoroughly read the rules and regulations at the time of enrolment.

1. **Mode of Payment:** Invoices will be generated only by the Milestones Finance Department and sent to you. Payments can be made via bank transfers to the bank account indicated on the invoice. Proof of payment needs to be sent via WhatsApp or emailed back to Milestones before the due date.

2. **New Enrolments:** The following charges are included while enrolling for the first time at Milestones:
 - a. One-time Day-Care Registration Fee (non-refundable)
 - b. One time After School Care / Drop-in Facility Registration Fee (non-refundable)
 - c. One-time Registration Fee for all academic programmes (non-refundable)
 - d. A **Security deposit** equal to basic monthly fee as per package must be paid at the time of admission and will only be refundable upon completion of one year.
 - e. Annual fee for one academic year.
 - f. All parents are required to commit to a minimum of 1 Term (First and Second Steps only)

3. **Payment Schedule and Procedure:** Fee is calculated over the year and charged in advance monthly for all services.
 - a. Monthly dues must be paid in advance for the full month irrespective of the date of joining in that month.
 - b. In view of the constant inflationary pressures the fees are subject to review in July to take affect from August in the same year.
 - c. Fees must be paid by the due date. Failing in that can lead students to lose their registration (after 10 days of non-payment) and parents will have to register their child to continue availing Milestone services.
 - d. Fees is due on the 1st of every month and must be paid before the 10th day of the month. Rs 500/- per day is charged as a penalty till full payment is made.
 - e. Late payment charges will not be waived or reduced.
 - f. Fee once paid will not be refunded.
 - g. All parents and guardians responsible for guaranteeing payment of fees will read and sign an undertaking for compliance with Milestones' policies. Milestones reserves the right to revise and make alterations to its policies at any point in time. However, Milestones will give appropriate advance notice for effectiveness of any changes.

4. **Registration:**
 - a. **Child-care Services:** A one-time registration fees is payable at the time of enrolment in any Day-care and After-School care programme. Once a child is registered the parent/guardian can choose whether to take the full-day, half-day or walk-in facility as per their convenience. However, Milestone administration needs to be informed at least a day in advance and advance payments made

accordingly before the service is availed. This offer is valid for the day-care and after school packages only and subject to availability.

- b. **Academic Services:** A one-time registration fee is payable for enrolling children in any academic programme. This is payable in advance with, one month's tuition fee and security deposit.

5. Withdrawal and Discharge Policy: Withdrawal prior to the end of the month impacts our ability to plan financially. Hiring and day-care facilities are planned according to enrolment. For this reason, we cannot forfeit all fees. In the event that you absolutely need to withdraw your child from Milestones day-care services for a pressing reason, a written notice must be given to the management no later than the 3rd working day of the month which will be your child's last month. You will be required to complete payment for the month started. If the duration of the stay of your child is over a year, your security deposit will be adjusted to pay for the last month of your payment period.

The following are conditions that will cause your child's participation in the programme to be terminated:

- Failure to pay fees within three days of the due date;
- Consistent late pick up (please read the late pick-up policy below)
- Unresolved disagreement with parents over policies
- Failure to provide the required enrolment forms/fulfil admission requirements

6. Holidays and Off Days: Milestones will be closed on all national, religious and gazetted holidays. Religious holidays will be subject to the sighting of the moon. We may also be closed due to bad weather conditions and/or security reasons. Each child's tuition/service fee remains the same, regardless of Milestones' planned or emergency closure.

7. Late Pick-ups: Children should not arrive any more than 15 minutes before their scheduled time. Prior to this time staff are unavailable to supervise children. It is equally important that children are picked up on time. Parents/guardians should plan to arrive no later than 10 minutes after their child's scheduled pick-up time. Late pick-up fines are charged depending on the service availed by the child and a written warning is issued after three consecutive late pick-ups. In extreme or emergency situations, the late fine assessment will be determined on a case by case basis.

8. Amendments: Milestones reserves the right to terminate the admission of any child without ascribing any reason. There will be no reimbursements of any fees or dues paid except for the security deposit. The management reserves the right to amend its policies, rules and regulations as and when deemed necessary. Changes will be communicated to the parents/guardians through written notices.

9. Child care and Learning Club: The management and staff of Milestones is committed to providing state of the art child care and academic support services to all children enrolled. However, it is the primary responsibility of the parent/guardian to inform Milestones management of any special needs or special care that a child may need. Milestones will not be held responsible in case of a mishap occurring due to incorrect or lack of information provided by the parent/guardian about a child. In the event of a legal

action related to any of Milestones' policies the legal costs of both parties will be borne by the parents or legal guardians.

Parental Declaration

I/we parents/guardians of _____ have carefully read and agree to fully comply with the policy, rules and regulations of Milestones. I/we understand that it is our obligation to pay fees as per the policy, in advance, and that no refund or adjustment of fees will be made by Milestones for absence, withdrawal or dismissal. I/we hereby acknowledge that this parental declaration will be in full force and effect for the duration of my child's stay at Milestones.

Child's name: _____

Date of birth: _____

Parents/guardian's name: _____

Parents/guardian's signature: _____

Date signed: _____