



# Important Parent Guidelines & Reminders

A quick reference for a safe, organized and happy nursery experience

Dear Pixie Wings Parents,

To help us maintain a safe, organized, professional, and happy environment for our children, we kindly ask all families to review and follow the important guidelines below.

1

## Working Hours & Late Pick-Up

Our regular working hours are from 8:00 AM to 4:00 PM. A 10-minute grace period is allowed for pick-up. Pick-ups after 4:10 PM will be considered late, and the applicable late fee will be added to your invoice.

2

## Monthly Fees & Payments

Nursery fees are charged on a monthly basis. Payments should be completed on time, and any payment made after the 4th of each month will be subject to the applicable late-payment penalty.

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## Freeze Month

Each child is entitled to one freeze month per academic year. Management must be notified before the beginning of the month you wish to freeze.

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## Progress Reports & Parent Meetings

Progress reports will be shared every three months to keep you updated on your child's development and learning journey. Each report cycle will be followed by a parent meeting to discuss progress, achievements, and next steps.

5

## Morning Arrival

Children should arrive no later than 10:30 AM so they can fully benefit from our morning learning activities and daily routine. Later arrivals will only be accepted in case of an emergency or exceptional circumstance when the nursery has been informed in advance. This does not apply to the Baby Class.

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### **Gifts & Giveaways**

To maintain a professional, fair, and equal environment, individual gifts or giveaways to teachers, co-teachers, or members of the management team are not permitted.

Any giveaways intended for our support team, including assistants, cleaners, and the cook, must be coordinated through management only.

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### **Toys from Home - Seniors & Pre-K**

Children in Seniors and Pre-K should not bring toys from home. Exceptions may be made for a comfort or bedtime item that helps your child settle or rest. Please make sure permitted items are clearly labelled with your child's name. The nursery cannot be responsible for unlabelled personal belongings that are misplaced.

8

### **Illness & Sickness Policy**

Please refer to the Illness & Sickness Policy in our Parent Handbook and read it carefully. We take our sickness policy very seriously to protect the health and wellbeing of all children and staff.

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### **Official Communication Channels**

Daily Connect is our official and primary written communication channel between parents and nursery staff. Parents may, of course, also contact the nursery by phone when needed.

For safeguarding, professionalism, and proper documentation, nursery-related communication with staff members through personal WhatsApp accounts or social media is not permitted.

Thank you for your understanding, cooperation, and continued trust in Pixie Wings. Together, we can maintain the safe, nurturing and organized environment that every child deserves.

**Growing, Learning & Flourishing Together**