

## Terms and Conditions of Student Care Services

*Morning Star Community Services Ltd reserves the right to modify these Terms and Conditions without prior notice.*

### 1. Operating Hours

<i>Morning Star Centre</i>	<i>Address &amp; Telephone</i>	<i>During School Terms</i>	<i>During School Holidays</i>
Morning Star Community Services Ltd (Head Office)	25 Lorong 33 Geylang #04-01 Putian Building S 387985 Tel : 6285-1377 Email : studentcare@morningstar.org.sg	Mon-Fri : 9.00am - 6.00pm Sat : 9.00am - 1.00pm	
Hougang (HG)	4 Lorong Low Koon S 536450 Tel : 6285-9678	Mon-Fri : 12.00nn-6.30pm Sat : 7.30am-1.30pm	Mon-Fri : 7.30am-6.30pm Sat : 7.30am-1.30pm
Sengkang (SK)	Blk 261B Sengkang East Way #01-400 S 542261 Tel : 6315-8812	Mon-Fri : 12.00nn-6.30pm Sat : 7.30am-1.30pm	Mon-Fri : 7.30am-6.30pm Sat : 7.30am-1.30pm
Primavera (PV)	Blk 95 Bedok North Ave 4 #01-1415 S 460095 Tel : 6445-2462	Mon-Fri : 12.00nn-6.30pm Sat : 7.30am-1.30pm	Mon-Fri : 7.30am-6.30pm Sat : 7.30am-1.30pm
Bedok North (BN)	Blk 508 Bedok North Ave 3 #01-369 S 460508 Tel : 6446-5324	Mon-Fri : 12.00nn-6.30pm Sat : Closed	Mon-Fri : 7.30am-6.30pm Sat : Closed
St Gabriel's Primary School (SG)	220 Lorong Chuan S 556742 Tel: 6284-9524	Mon-Fri : 12.00nn-6.30pm Sat : Closed	Mon-Fri : 7.30am-6.30pm Sat : Closed
St Joseph's Institution Jr (SJIJ)	3 Essex Road S 309331 Tel : 6259-9198	Mon-Fri : 12.00nn-6.30pm Sat : Closed	Mon-Fri : 7.30am-6.30pm Sat : Closed

### 2. Closure

Closed on the following days:

- All government gazetted public holidays and Sundays.
- Eves of Chinese Lunar New Year, Christmas and New Year.
- Teachers' Day.
- Last week of the calendar year.
- Any closure of school based centres (SG and SJIJ centres) will be determined by the schools.

### 3. Fees

All fees paid are non-refundable for all confirmed students.

<i>Fee Type</i>		<i>Before prevailing GST (\$)</i>	<i>Inclusive prevailing GST (\$)</i>
Registration Fee (One time)		35.00	37.45
Monthly Fee SJJ (January - December)		260.00 per month	278.20 per month
Deposit		One month's fee	One month's fee
Holiday Fee (School Holidays & PSLE Marking Days)		25.00 per week	26.75 per week
Outing Fee (Optional)			10.00 – 30.00 (Estimated)
Late Pick Up of Child	Weekdays from 7.01-7.15pm	10.00	
	Entry into subsequent 15 minute blocks	20.00 per 15 minute block	
	Saturdays from 1.31-1.45pm	10.00	
	Entry into subsequent 15 minute blocks	20.00 per 15 minute block	
Late Payment of Fees (received after 8th day of month)		10.00	
Unsuccessful GIRO deduction		10.00	

Note:

- a. The Registration Fee is non-refundable.
- b. The Deposit is non-refundable and will be used to waive the final month's fees.
- c. In the event parents choose to withdraw their child from the Centre prior to commencement, the Deposit will be forfeited.

### 4. Payment of Fees

**Fees are payable for every month of the year.** Fees are due by the 8th day of each month.

**The mode of payment is GIRO.** Fees deducted will include the monthly fee and any other fees due for the same month. The GIRO approval process takes a few months, during which parents are to pay fees by cash/cheque, on or before the due date. **Cheques are to be crossed and made payable to Morning Star Community Services Ltd.** Parents will be informed on the commencement date of the first GIRO deduction.

Should GIRO deduction be unsuccessful, parents are to pay the current month's fee (and any other fees due) and a penalty charge of \$10.00.

The penalty fee for late pick up of child will be deducted in the following month's GIRO deduction.

## 5. Student Care Financial Assistance Subsidy

Upon enrolment into the Centre, application for the Student Care Financial Assistance (SCFA) subsidy scheme may be made through the Centre Manager/Administrator. **If approved by the Ministry of Social and Family Development (MSF), the parents are to ensure that the child fulfils a minimum attendance of 50% at the student care centre in order to be eligible for subsidy for the month.**

## 6. Observation, Withdrawal and Termination

### 6.1 Observation

All new students are subject to observation for one calendar month. Should the student be unable or unwilling to integrate into/ adapt to/ participate in the Centre's activities, care service will be discontinued by the Centre in writing, with three working days' notice.

The Centre is unable to serve students with special needs, medical conditions.

Full fees remain payable during the period of observation. If deemed unsuitable, the pro-rated monthly fee and the Deposit will be refunded.

### 6.2 Withdrawal

Parents who wish to withdraw their child from the Centre are required to provide one month's notice in writing (through signed Notice of Withdrawal), based on the following schedule:

<i>Timing of Withdrawal</i>	<i>Notice of Withdrawal given to the Centre on</i>	<i>Last Day of Service at the Centre</i>	<i>Example</i>
Child leaving at month end	1st day of the month (or working day before)	Last day of the current month	If notice of withdrawal is received on 20th April, last day of service will be 31st May.
Child leaving at mid month	15th day of the month (or working day before)	15th day of the next month	If notice of withdrawal is received on 9th Sep, last day of service will be 15th Oct.

The Deposit paid at the time of registration will be used to offset the notice period.

### 6.3 Termination

The Centre reserves the right to immediately terminate service to a student under the following conditions:

- Physical or verbal violence/abuse (either by student and/or parents to fellow students or Centre personnel).
- Disruptive or dangerous behaviour or non-compliance of instructions deemed to be hazardous to the child or others.
- Repeated failure to attend the Centre without official written excuse from parents.
- Repeated unauthorised departure from the Centre without official written permission from parents and/or informing the Facilitator.
- Non-payment of fees.

## **7. Additional Full Day Care**

All Centres will operate from 7.30am - 6.30pm on the following days, during which students are entitled to full day care at no additional charge:

- a. Days when PSLE Listening Comprehension Exams and PSLE Oral Exams are held
- b. Youth Day
- c. Day after National Day
- d. Children's Day

Parents of students who require full day care on other days during term time (for eg., due to early closure of school, or early dismissal from school, e-learning day, etc) are to enquire with the Centre on the availability of full day care service at least three working days prior to the commencement of additional full day care.

## **8. Attendance during School Holidays and PSLE Marking Days**

Each term, letters with accompanying Reply Forms requesting for attendance information will be given to parents (through their children) before the commencement of the school holiday period. Parents are required to submit their Reply Forms by the deadline indicated, to the Centre.

## **9. Attendance and Dismissal**

### **9.1 Transportation to and from the Centre**

Parents are required to arrange transportation to and from the Centre for their child.

### **9.2 Arrival and Departure from the Centre**

Parents are to notify the Centre personnel if the child is unable to go to the Centre. The child's school, remedial and CCA schedules, and all other arrival and departure details are to be submitted to the Centre in writing. Parents are to notify the Centre of any subsequent changes made to the schedules.

Any change in authorisation of persons fetching the child (other than parents or individuals listed in the registration application) has to be given in writing. The Centre reserves the right not to release the child to any unauthorised personnel.

### **9.3 Medical Leave**

Parents should not send their child to the Centre if:

- a. The child is feeling unwell.
- b. The child is on sick leave.
- c. The child is suspected of having contracted a contagious disease OR if the child's sibling has contracted a contagious disease. In this instance, parents are requested to inform the Centre immediately.

Personnel of the Centre are not permitted to dispense any medication to the child.

## 10. Medical Emergency/Illness while at the Centre

In the event of a medical emergency occurring at the Centre, the Centre will call for an ambulance prior to calling the parents of the child. The cost of the ambulance and any other related medical costs will be borne by the parents of the child. A medical emergency is defined as when a child suffers from a serious accident and/or when a child suddenly develops a medical condition which threatens his/her life.

Parents are required to pick up their child from the Centre within two hours should they be informed that their child has fallen ill while at the Centre.

## 11. Personal Items

The following items are to be brought by the newly enrolled child on the first day of attendance at the Centre:

<i>On the first day at the Centre</i>
An extra set of T-shirt and shorts
Comb/hairbrush
Slippers/sandals
Shower foam/soap and shampoo
One banded multi pack of 4/5 boxes of tissue papers ** ** (AND also at the start of each new school year in January)

And brought to the Centre on a daily basis:

<i>Daily Laundry Bag</i>
Bath towel
Fresh underwear
Clothes

It is the responsibility of the child to take care of personal belongings while at the Centre. The Centre will not entertain any claims made against any loss or damage to the child's property while the child is at the Centre.

## 12. Indemnity and Permission

The Centre will take every precaution to ensure the safety of the child, and by signing on this document, I/we hereby indemnify and hold blameless the owners, management and the staff of the Centre against all claims which may arise in consequence of the death of, or any injury sustained to my child/ward during the course of such daily activities from whatsoever cause arising, including any fault of whatsoever nature attributable to the Centre, its owners, the management and its staff, save that liability shall not be excluded under this indemnity for loss occasioned by a deliberate act of wilful misconduct attributable to the owners, the management and its staff.

In the event of my child/ward being injured, I hereby authorise the owners, the management and its staff to procure such medical treatment, as may in their absolute discretion be deemed necessary. I undertake to indemnify the Centre, the owners, the management and its staff from all medical and hospital costs occasioned thereby.

I understand that I/my child is required to submit the mid- and final-year examination results to the Centre for reference, and I grant the Centre permission to approach my child's school to discuss my child's development in school, if deemed necessary.

I understand that the Centre may take photographs of activities conducted at the Centre from time to time. Should these photographs include my child, I grant permission to the Centre to use such photographs for its publicity and communications purpose.

\_\_\_\_\_  
Full Name of Applicant & Signature

\_\_\_\_\_  
NRIC / FIN / Passport No.

being the Parent/Legal Guardian of,

\_\_\_\_\_  
Full Name of Child/Ward

\_\_\_\_\_  
BC / Passport No.

\_\_\_\_\_  
Full Name of Centre Administrator & Signature

\_\_\_\_\_  
Date