



DWA EDUCATIONAL TRUST
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GENERAL INFORMATION – 0yrs to 1yr11months Age Group - 2026
(Terms and Conditions of our service)

The following is basic information on our childcare facility.

1. ABOUT US

Pinocchio crèche was established in 1984 and is a fully registered Early Childhood Development Centre. We may therefore accept children between the ages of 0yrs to 6 years for admission to our Crèche. After graduation, our Grade R graduates may apply to Grade 1 at any mainstream school.

Our foundation is based on fundamental Christian principles, and we are a proudly Christian based organization and as such children do pray before meals, sing hymns/ Christian songs and listen to Christian music. Children from other faiths are, however, not excluded from admission.

Parents please note, Grade R is a separate application – please contact the office to apply once your child turns 5yrs old.

2. NB: PARENTS PLEASE NOTE, IF YOU ENROLL YOUR CHILD AT PINOCCHIO CRECHE – YOU’LL BE AGREEING TO THE COVID19 STANDARD OPERATION PROCEDURES, GUIDELINES AND DISASTER MANAGEMENT ACT HEALTH PROTOCOLS.

3. OPERATING HOURS

The Crèche Service:

- **Full Day:** Monday to Friday, from 7:00am to 17:25pm (sharp).
- **Half Day:** Monday to Friday, from 7:00am to 13:00pm (sharp).
- The creche is closed on all public holidays and closes earlier the day before the public holiday;
- If the public holiday falls on a Tuesday or Thursday, then the creche will remain closed on the Monday or Friday.
- Is not closed during main holidays prescribed by the Department of Education School. Special or Emergency days TBC.

Please note: Pinocchio Crèche closes from mid-December and re-opens mid-January for the New School Year. Actual dates are communicated with parents in advance to allow for planning during the down time. Please note, full fees is still due for this periods.

4. ARRIVAL AND DEPARTURE TIMES

Doors open 7:00am daily from which time children may be handed over to staff. Although staff may be on site, they have duties which they must attend to in order to prepare for the ensuing day.

All children must be at Crèche by **8:30am** and collected between 15:00pm and 17:25pm for Full Day Options, and 13:00pm for Half Day Options or 2pm the day before a public holiday. We request parties to respect this policy as any time hereafter falls outside our staff’s working hours, they too have to travel home and have families to attend to. **Any party failing to adhere hereto will be issued with a penalty of R10 per 1 minute after 13:00pm, 17:30pm or 2pm when applicable. Payment of the penalty sum must be made by next fees payment due date – via EFT.**

NB: It’s parents’ responsibility to arrange an alternative person to collect their child on time, if they or other normally appointed person/s can’t collect on time. Please ensure that the school is informed of this change before this person arrives.

5. APPLICATION PROCESS:

Photocopy of or Incomplete Application Forms will not be considered.

FOR OFFICE USE Supporting Documents Received	
2 ID photos of each of parent/guardian = Total 4 ID Pics (Digital Accepted)	
Certified Copy of Child’s Birth Certificate	
Certified Copy of Parent’s Identity Document	
Certified Copy of Clinic Card (WHOLE BOOK)	
Proof of Employment	
Proof of Residence/ Recent Account/ Affidavit	
3 months Bank Statement	
Non-South Africans: Permits/Proof of Residency/ Evidence from Home Affairs/Embassy	

Once the application form and supporting documents are received, an interview may be arranged for final consideration of enrollment.

Only our regulatory bodies, Social Services and Health Department will have access to these documents. Parents must complete all documentation in the application pack.

6. FEES PACKAGE:

Oyrs to 1yr11months in 2026: FULL DAY PACKAGE School Hours: (07:00am to 17:25pm)	
COST ADVANCE FEE: R2 300 <i>The first month you pay an additional advance payment – which covers the one month's written notice period - starting from the date of the next payment due date.</i> NB: SCHOOL FEES ARE CHARGED FOR 12MONTH PERIOD. FOLLOWING PAYMENT OPTIONS: • R2 2300,00 Monthly Over 12 months (Payable by the 1st of every month.) • R2 760.00 Paid over 10 months (Payable By: 1 Jan, 1 Feb, 1 Mar, 1 Apr, 1 May & 1 Jul, 1 Aug, 1 Sep, 1 Oct, 1 Nov) • R9 2000 TERMS: 3 PAYMENTS FOR THE YEAR (3% DISCOUNT: If paid by; 1 Jan, 1 May & 1 Sept) <u>R8 924.00 TERMS: 3 PAYMENTS FOR THE YEAR</u> • R27 600.00 ANNUAL PAYMENT (5% DISCOUNT: If paid by; 1 Jan) <u>R26 220.00</u>	PACKAGE INCLUDES: * Secure Stimulating Learning Environment * Wholistic Age-Appropriate Development Program * Majority Stationery/Art Supplies * Monthly & Quarterly Development Assessments * Supervised Rest & feeding times * Regular Parent / Guardian Engagements * Technology Based Messaging & communication. NB: - Parent's participation in center fundraising is important. NB: Parents provides: All Meals/Milk, Snacks, Toiletries/Baby Bag Supplies. Healthy Options Only Please. <u>NO Sweets, chips, fizzy drinks, energy drinks & junk unhealthy snacks permitted, except for birthday parties and special events (within reason).</u> Kindly note: birthdays parties may only take place on Fridays or the last day of the week.

0 to 1yr11mnth in 2026: HALF DAY PACKAGE School Hours: (07:00am to 13:00pm)	
COST ADVANCE FEE: R1 900 <i>The first month you pay an additional advance payment – which covers the one month's written notice period - starting from the date of the next payment due date.</i> NB: SCHOOL FEES ARE CHARGED FOR 12MONTH PERIOD. FOLLOWING PAYMENT OPTIONS: • R1 900,00 Monthly Over 12 months (Payable by the 1st of every month.) • R2 280.00 Paid over 10 months (Payable By: 1 Jan, 1 Feb, 1 Mar, 1 Apr, 1 May & 1 Jul, 1 Aug, 1 Sep, 1 Oct, 1 Nov) • R7 600 TERMS: 3 PAYMENTS FOR THE YEAR (3% DISCOUNT: If paid by; 1 Jan, 1 May & 1 Sept) <u>R7 372.00 TERMS: 3 PAYMENTS FOR THE YEAR</u> • R22 800.00 ANNUAL PAYMENT (5% DISCOUNT: If paid by; 1 Jan) <u>R21 660.00</u>	PACKAGE INCLUDES: * Secure Stimulating Learning Environment * Wholistic Age-Appropriate Development Program * Majority Stationery * Monthly & Quarterly Development Assessments * Supervised Rest & feeding times * Regular Parent / Guardian Engagements * Technology Based Messaging & communication. NB: - Parent's participation in center fundraising is important. NB: Parents provides: All Meals/Milk, Snacks, Toiletries/Baby Bag Supplies. Healthy Options Only Please. <u>NO Sweets, chips, fizzy drinks, energy drinks & junk unhealthy snacks permitted, except for birthday parties and special events (within reason).</u> Kindly note: birthdays parties may only take place on Fridays or the last day of the week.

To the extent allowed by law, all fees paid are NON-REFUNDABLE, we therefore request parties to be certain before entering into this agreement.

All parents must ensure they are financially fit and organized in order to make the monthly fees payment on time.

Pinocchio Crèche reserves the right to serve notice to parents who do not keep their fees payments up to date. The responsibility falls on the parent to be financially organized to keep their payment record up to date.

We urge all parents to pay on time, for the benefit of their child.

The advance fee must be paid upon successful application to secure the placement. The first months fees, must be paid before your child may start. Banking details will be shared in the invoice.

Please note, fees for December and January Must Be Paid in Full.

ITEMS IN THE BAG:

Baby/Toddler Bags: Please ensure that school bags are cleaned and scrubbed regularly.

(Please see supplies list important items, but not limited to, attached)

7. FUNDRAISING

All parents must participate and support all fundraising efforts done by the crèche. All the children benefit from the fundraising initiatives and campaigns and therefore all parents should be obligated to participate. Please note this is a condition a parent must agree to in order to have their child considered for enrolment.

These fundraising initiatives help the crèche implement invaluable educational and developmental programs for the children. It also assists with minimizing added costs to the parent. So the more supportive the parents are the more benefits can be enjoyed by the children.

8. HEALTH & MEDICATION:

Parents are also requested to disclose all allergies, medical conditions, medical treatments and medication the child is receiving for record purposes. The Crèche reserves the right to decline an application if we're unable to accommodate a child with a specific allergy. Such decision is not made lightly but ultimately, we have to act in the child's best interest and safety.

Under **NO** circumstances will any staff member of the Crèche administer any medication to students. This policy is non-negotiable. It is the parent's responsibility to manage medical treatments / course with their doctors.

Parents please note that we are responsible for the well-being of not only your child/ren but the remainder of our student body as well as such must stop any possible spread of infection. Any child who is sick will not be allowed at the Crèche until they have fully recovered from the illness. **A child will not be accepted back into the Crèche without an official doctor's clearance certificate or parent note.**

If any child shows symptoms of illness while in our care, the Crèche staff will contact the person responsible for the child immediately to collect the child. The responsible person/s is obligated to collect the child immediately in order to seek medical attention.

Parents must ensure the clinic cards are kept up to date by each child's doctor or medical facility. Please ensure that the Crèche is regularly furnished with updated copies thereof.

The Crèche does not discriminate against any child diagnosed with any medical condition, which includes but is not limited to HIV/Aids or with a disability. Although we don't discriminate against the parties, regretfully applicants are advised that our facility may not be equipped to cater to the needs of such a child.

9. SAFETY POLICY

Only designated people will be allowed to collect children from our premises. These persons **MUST** be introduced to the Crèche staff in advance.

Please note that the child/ren will not be released into the care of anyone other than a designated party. Should you require any person other than that stipulated to collect your child/ren, please contact the Crèche to arrange same. We will require the name and identity/passport number of designated party, who must present his/her identity document/passport in order for us to verify his/her identity before we will release your child/ren into his/her care. With the number of child abductions increasing annually we have to be extra careful. We require the full co-operation of all our parents/ guardians in this regard. The Crèche responsibility passes upon collection of the child by the person designated by the parent/guardian. We therefore request parents to carefully consider when making this decision.

Please ensure that your child/ren are dropped off and collected from the Crèche by an adult. **Should you authorize a minor, that is anyone under the age of 18 years old, to collect your child/ren you do so at your own risk and the Crèche shall not be responsible for any loss, damage, injury or death resulting from your failure to adhere hereto.**

Please request any person dropping off your child/ren to ensure that the child is personally handed over to a staff member and not merely dropped outside the facility and left unattended. It is the parent's responsibility of the parent/guardian to instruct and ensure that the designated transport driver personally drops off and collects the child in person and does not request a third party to do so. As part of the application supporting documentation, a certified copy of the driver's ID must be submitted.

10. FOOD POLICY

Our goal is to provide healthy, nutritious and balanced breakfast and lunch meals to the children. We believe that a diet of whole grains, legumes, vegetables and fruit, with supplementary amounts of fish, soya, poultry dairy products as well as seeds aids in a healthy, balanced lifestyle. Therefore, we provide the children with two fully cooked meals and a morning snack.

Parents are required to provide the afternoon snacks (including fruit juice, yoghurt, and fruit of choice) which are consumed after their nap daily. **NO** luxuries like; chips, chocolates, sweets, fizzy or energy drinks allowed. Luxuries are only allowed at birthday parties but will be limited.

Food prepared in our kitchen may contain allergens which include but is not limited to:

- nuts
- eggs
- soya
- wheat
- peanuts
- shellfish
- fish
- tree nuts

We further do not have the kitchen facilities available to cater either kosher or halaal specific.

11. DRESS CODE

Children must be dressed appropriately for all seasons of the year. Winter, autumn and spring are usually our colder months and therefore children should be dressed warmly. Summer is warmer and therefore cool clothing would be best.

Clothing must not be restrictive and tight fitting as the child must be able to sit and play comfortably. Body parts may not be inappropriately showing. Parents will be informed immediately to make the necessary adjustments to the cloths.

Please do not dress your child in expensive clothing that you don't want messed on or spoilt as the Crèche will not be held responsible for any damage to the clothing due to your failure to adhere hereto.

An extra sets of clothing **must** be in kept in the child's bag at all times as it may be required in the event of an emergency.

12. HYGIENE POLICY:

Hair: The child's hair must be washed, combed and kept neat daily.

Boy's hair must be kept short and neat, or tide back

Girls hair must be kept clean, neatly plaited or tide up

Nails: Your child's nails must be kept short and clean at all times. Strictly **NO** nail polish

Oral Hygiene: Please assist the child's with his/her oral hygiene at home by ensuring his/her teeth is brushed every morning and evening.

The Crèche does not take responsibility for the child's oral hygiene, as this remains the parent's responsibility.

Parents are expected to take their children for regular dental checkups.

Bad oral hygiene is not only unhealthy but also very embarrassing for the child.

Body Hygiene: All children must be washed daily and dressed in clean clothes and underwear, weather appropriate. Teachers will inform parents of hygiene concerns.

13. EDUCATIONAL PROGRAMME:

According to the Department of Health and Social Services (Western Cape) Early Childhood Development (ECD) is "an umbrella term which implies to the process by which children from birth to nine years grow and develop physically, mentally, emotionally, socially and morally." Pinocchio Crèche strives to provide activities that are designed to stimulate creativity, self-expression, exploration, and individual growth, development of motor skills, listening /communication skills, cognitive skills, emotional/social skills, and environmental awareness.

1. Toddlers (0 – 1yr11months):

Stimulating creative activities, problem solving, games using the imagination and language development.

Grow ECD Baby Programme: 0 – 24months.

Support the Magic of a baby's development:

Between 0-24 months, a baby's brain goes through incredible changes. Each day they are soaking up new information and learning how to interact with the world. At Pinocchio Creche we believe in being deliberate about our approach to your baby's development and Grow is our curriculum partner.

At Pinocchio Creche you're assured of a well-established structured baby and toddler friendly classroom routine and daily programmed, with play-based learning and development opportunities.

14. DISCIPLINE POLICY:

Pinocchio Crèche believes that positive reinforcement and encouragement are the most effective means of helping children learn appropriate and acceptable behavior. Any inappropriate act is discussed with the child in a calm yet firm manner stating why the action is unacceptable and what the logical consequences will be to address the behavior.

Parents are reminded that discipline is 100% their responsibility and it starts at home.

Privileges will be taken away, a consequence of bad behavior. Parents will be informed every time bad behavior has occurred.

If the bad behavior continues, we reserve the right to expel the child from the Crèche by serving one month's notice to the parents. Parents will then have to find alternative childcare services.

Once you've read through the above information an interview can be booked and the application packs will be made available.

15. PROTECTION OF PERSONAL INFORMATION ACT (POPIA) :

Security of Personal Information (Data Protection)

DWA Educational Trust: Pinocchio Creche is legally obliged to provide protection for the Personal Information we hold, prevent unauthorized access and use of the PI and by all means prevent loss of the information. In order to achieve this:

1. The electronic files are password protected.
2. The paper files are stored in locked boxes in a lockable secured cupboard, in a secured area.
3. Use of PI has been document in this policy and implemented in the ECD center. It effectively monitors access and usage of the information.
4. Access to PI has been documented in this policy and implemented in the ECD center.
5. Our computers and networks are securely protected through BitLOCKER software, which prevents hacking, spyware and malware.
6. Adhering to governance and regulatory norms and standards.
7. Immediately reacting to and investigating security incidents.
8. Physical security, i.e.:
 - a. Access controlled gate
 - b. Barbed wire
 - c. Armed Response Security
 - d. Alarm System
 - e. CCTV Security Cameras
9. Secure communications.

Thanking you

PINOCCHIO CRECHE MANAGEMENT