

Maple Bloom Terms and Conditions

1. Introduction

These are the terms and conditions on which we provide educational services. Please read these terms carefully before you accept our offer of a place at the School for your child. These terms tell you who we are and how and on what basis the School will provide educational services. If anything in these terms is unclear or you would like to have further explained to you, then please contact the bursar to discuss.

- 1.1** These Terms and Conditions form the basis of a legally binding contract between Maple Bloom and the parent(s)/guardian(s) of each enrolled child. They are designed to promote transparency, ensure educational quality and child welfare, and allow for the responsible management and development of the school.
- 1.2** Parents are encouraged to read these Terms and Conditions in full prior to enrolling a child at Maple Bloom. The acceptance of a place constitutes acceptance of these Terms.
- 1.3** These Terms may be subject to change from time to time, with reasonable notice provided, to reflect legal requirements or school policy updates.
- 1.4** Parents may request copies of referenced documents such as school rules, curriculum guidelines, or annual fee schedules at any time.

2. Terminology

- **Enrolment Form:** the form provided by the School for parents to complete when accepting a place for their child at the School.
- **Child:** a child of whatever age admitted by the School to be educated, and includes any pupil aged 18 or over.
- **Complaints Procedure:** the School's procedure for handling complaints from parents, available on request.
- **Contract:** the legal agreement comprising these Terms & Conditions, the Enrolment Form, the Fee Schedule, and School Rules.
- **Deposit:** the amount payable to secure a child's place, set out in the Enrolment Form and Fees List.
- **Fees:** the termly tuition charges set out in the Fees List.

- School Rules: all school policies, rules of behavior, and expectations as communicated through handbooks, websites, or notices.
 - Term: an academic term as defined by the School calendar.
 - A Term's Notice: written notice given no later than the first day of the term preceding the one to which the notice applies.
 - You / Parents: the parent(s) or guardian(s) who signed the Enrolment Form.
 - We / the School: Maple Bloom Limited (Company No: 146762425).
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4. Fees

4.1 All fees are payable termly and paid fully in advance prior to the term start by the due date.

4.2 Invoices will be emailed to the registered bill payer prior to each term. If the bill payer has not received an invoice, it will be the responsibility of the bill payer to inform the school.

4.3 Acceptable forms of payment are direct bank payment to nominated account, Card Payment at the school front office or cheque payment (cheques need to be cleared in account by due date). All payments must be received by the due date in advance.

4.4 We do not accept cash payments.

4.5 Payments can be made in USD or at the equivalent conversion rate in TZS.

4.6 Card payments will incur a surcharge of 3%.

4.7 All Extra Sessions, Trips, Extra-Curricular activities and any other extras must be paid in advance. Payments can be made via Debit/Credit Card.

4.8 Any cheque payment(s) unaccepted or returned by our bank will incur a fee of \$100.00.

4.9 On any occasion when we have to write to you regarding outstanding and overdue fees a charge of \$50.00 per occasion will be automatically applied to your child's account.

4.10 Children may be excluded from the school if the fees remain outstanding more than 7 days beyond their due date and registration may be terminated. Any outstanding fees during the exclusion period or after termination will still remain payable.

4.11 Maple Bloom may forward your details and 'debt' to an external debt collecting agency for any fees that remain outstanding for more than 21 days from their due date. This may incur further costs to the bill payer.

4.12 Any Public Holidays during term will be charged for and remain payable as normal.

4.13 Fees will be charged for and remain payable as normal during any absences arising from illness, non-attendance required by a policy of the school, occasional days off, holidays or if the school closes due to natural causes, infectious diseases, environmental factors (such as flooding), or any circumstance beyond our control.

4.14 We will not be able to accept entry, sign in and provide care to your child before the start time of the session.

4.15 Children must be collected on time at the end of the booked session. Parents/guardians collecting children after the session end time from the school will be subject to a surcharge of \$25.00 per 15 minutes (or part thereof) per family.

4.16 A minimum of four weeks' notice, in writing, will be required to reduce the child's current bookings. (Applicable only to 1 and 2 year olds)

4.17 Any increase of bookings needs to be requested in writing and will only be confirmed subject to availability. (Applicable only to 1 and 2 year olds)

4.18 Fees are reviewed annually and will be increased by a minimum of 5% every new academic year. Parents will be given a minimum of four weeks' notice of any change in fees.

4.19 There is a 5% discount for sibling(s) attending the school at the same time. Sibling discount cannot be used in conjunction with any other discounts. The discount is only applicable on regular booking session(s) and not on any extra session(s) and/or extra(s).

5. Notice Requirements

5.1 If you wish to withdraw your child from the School (other than at the normal leaving date), you shall either give a term's notice to that effect or shall pay to the School a term's fees in lieu of notice.

5.2 In cases under Clause 5.1 above, the appropriate sum in lieu of notice will become payable by you to us as a debt on the first day of the term which would have been the final term of provision if a term's notice had been given.

5.3 If you wish to withdraw your child from an activity charged for as supplemental, you shall either give a term's notice to that effect or shall pay to the School as a debt a term's charges for the activity.

5.4 The School's affairs are organised on a termly basis and it is not possible to reduce the amount of fees or obtain a refund by withdrawing part-way through a term.

5.5 For children in the School's nursery provision wishing to reduce the number of sessions, a six (6) weeks' notice is required. For children attending five (5) or more sessions, notice will not be effective until expiry of twelve (12) weeks of the first session attended.

6. School Rules

6.1 It is a condition of remaining at the School that you and your child comply with the School Rules.

6.2 The School may undertake drugs testing of pupils in accordance with any drugs policy in force.

6.3 The School may, subject to applicable data protection legislation, monitor your child's email communication, internet use, and use of social media.

7. Suspension, Exclusion and Required Removal

7.1 The Head may suspend or expel your child if their conduct or behaviour is unsatisfactory and suspension or exclusion is in the School's best interests.

7.2 The School Rules set out examples of offences likely to be punishable by suspension or expulsion.

7.3 The Head may require you to remove your child if your behaviour is unreasonable or if your child's attendance or progress is unsatisfactory.

7.4 Should your child be suspended, excluded or removed, you will not be entitled to any refund. If your child is expelled, fees in lieu of notice will not be payable and any prepaid fees will be refunded.

7.5 You are entitled to have any serious disciplinary matters or decisions reviewed under stage 3 of the Complaints Procedure.

8. The School's Obligations

8.1 The School will accept your child as a pupil from the time of joining until the end of their preparatory schooling.

8.2 The School will exercise reasonable skill and care in respect of your child's education and welfare.

8.3 Unless you notify us otherwise, you consent to your child participating in contact sports and normal activities.

8.4 If your child requires urgent medical attention, the School will attempt to contact you. If not practicable, the School may make decisions on your behalf.

8.5 From time to time, it may be necessary to make changes to aspects of the School, including the curriculum or manner of providing education.

8.6 The School shall monitor your child's progress and produce regular reports.

9. Withdrawals and Termination

9.1 We assume you automatically require a place for the upcoming terms. This agreement remains in effect until the end of service towards your child (i.e. the child moves on to school after age 5) or unless a written notice of termination is provided.

9.2 You may end this agreement by giving us a minimum of four (4) weeks' written notice. Fees remain payable and are non-refundable once the term has commenced.

9.3 To cancel a place prior to term commencing, a minimum of four (4) weeks' notice is required in writing prior to the term start date.

9.4 We may terminate this agreement if fees are unpaid or if a parent/guardian breaches obligations under this agreement and cannot remedy the breach within a reasonable time.

9.5 Maple Bloom reserves the right to terminate the agreement at its sole discretion if the continued welfare of your child, other children, or the school's operations are compromised.

9.6 Abuse—verbal, physical, or otherwise—towards staff, children, or families will result in immediate termination without refund.

10. Employment of Staff

10.1 Employees of Maple Bloom are prohibited from working privately for families during term time. Families may hire staff outside of school hours for babysitting, etc., but such arrangements must remain separate from Maple Bloom.

10.2 If a family hires a Maple Bloom staff member (who cared for their child) to work during school hours within 6 months of withdrawal, a recruitment fee of \$2,500 is payable to the school.

11. General Policies

11.1 All personal belongings brought to school are at the owner's risk. Maple Bloom is not responsible for damage, loss, or theft of such items.

11.2 Children may only be picked up by authorised adults. Any change in pick-up arrangement must be submitted in writing with proper ID.

11.3 Late pick-ups will incur a \$19 surcharge for every 15 minutes or part thereof per family. Families with more than one child will be charged as a unit, not individually.

11.4 If a child is not collected within 30 minutes and emergency contacts are unreachable, we will contact local authorities or police.

11.5 Children will not be signed in or permitted into the school before the start of their session.

11.6 Toys from home should not be brought unless requested. We will not take responsibility for personal toys.

11.7 Maple Bloom may take photographs of children for internal use, displays, or promotional material. If you do not consent, please notify us in writing.

11.8 Children may be taken on local field trips. Written notice will be given in advance. If you do not wish your child to attend, please notify the school in writing.

11.9 We are legally required to report suspected neglect or abuse to relevant authorities without prior notice to families.

11.10 In case of illness, children should not attend school. If a child falls ill during the day, parents will be contacted for immediate pickup.

11.11 Parents must inform the school of any absences and keep children at home during contagious periods.

11.12 There are no refunds for absences of any kind including illness, travel, family emergencies, personal events, quarantine, or any other circumstance that prevents attendance.

12. Data Protection, Complaints and Legal Matters

12.1 By using our services, parents agree to the school's use of personal information provided during enrolment and communications. This includes but is not limited to contact details, medical records, and authorised individuals for pickups.

12.2 Maple Bloom complies with applicable Data Protection regulations. Information is held securely and only shared when legally required or in the child's best interest.

12.3 Parents must inform the school in writing if there are any legal restrictions regarding custody or access to the child. Supporting documentation must be provided.

12.4 Complaints should first be raised with the child's teacher or key person. Unresolved concerns should then be directed to the Centre Manager. Formal complaints may be submitted in writing to the Directors for resolution.

12.5 Maple Bloom reserves the right to update or modify these Terms & Conditions to comply with changing laws or school policy.

12.6 Legal jurisdiction for all matters relating to this agreement lies under the laws of the United Republic of Tanzania.

Reviewed and updated: March 2025