



CHARLEST OPVOEDKUNDIGEDIENSTE C.C TRADING AS
SMILEY KIDS CHARLO
OWNER: CHARMAINE JOUBERT



Dear Parent

Thank you for enquiring about our school.

I want to take this opportunity to welcome you and your child at Smiley Kids Charlo.

I hope that your experience is a pleasant and happy one. Your child's wellbeing is very important to us, and we assure you that your child will always be well looked after.

Please submit the following documents with the enrolment form:

- **Copy of your child's birth certificate,**
- **Copy of your child's inoculation certificate (clinic card)**
- **Copy of both parent's / guardian's identity documents.**

If you have any queries or questions regarding our school or your child, please do not hesitate to contact me.

Smiley regards

Mrs. C. Joubert
Owner

Raising the pre-school benchmark!

Grievance Procedure – For Parents

Smiley Kids has an open-door policy, and we encourage parents to discuss the concerns that they may have with the relevant school owner.

Minor concerns are normally dealt with informally. This is done by discussing the concern with your child's teacher or the school owner. In other instances, however, where a concern or matter cannot be adequately resolved, a parent has the right to institute a formal grievance, in writing, to the school owner.

The school owner will investigate the matter and give written feedback to the parents concerned. If the parent remains dissatisfied with the procedure followed or the outcome of the investigation conducted by the school owner, the parent may contact the Smiley Kids Association and request intervention in the matter.

Where a parent has a complaint with regards to any serious incident, accident, or allegation of any form of corporal punishment, the school must investigate the incident in the first instance. A grievance form, as supplied by the Smiley Kids Association, must be completed in full and signed by the parent concerned.

The grievance form, including all the supporting documentation and evidence (if available) must, after the conclusion of the investigation by the school, be sent to the Smile Kids Association. The Smiley Kids Association will investigate the allegation to establish whether the correct procedure was followed and whether the matter was resolved amicably. The Association will also advise on whether appropriate remedial steps were taken.

Please note that each Smiley Kids school is independently owned, and the Smiley Kids Association will try its utmost to facilitate or mediate the matter to the benefit of both parties.

Smiley regards

Chairperson

Dear Parent

A warm welcome to our world of fun and learning!

We trust that both you and your child will be happy with the service you are about to receive from our school. Included in this package you will find the following:

- Our vision and mission
- Our Smiley Kids Values
- Our school song
- Enrolment form
- Account payment form
- Rules and Regulations
- Indemnity form
- Example of a menu
- Information about extra activities
- Price list valid until January of each year
- List of requirements for the different age groups

We aim to provide each baby / toddler in our care with the best possible care and academic stimulation. Please do not hesitate to ask should you have any queries regarding any aspect of our school.

Smiley Kids Charlo Greetings

Charmaine Joubert
OWNER

STANDARD TERMS AND CONDITIONS

1. Introduction

The owner, teachers and staff of Smiley Kids Charlo wish to take this opportunity to welcome you and your child to our school. We confirm that our priority is to provide quality service to you and your child in a professional manner.

2. Acceptance

The undersigned ("the Applicant") hereby acknowledges that he/she shall be liable for the payment of the monthly fees in respect of the child-minding services as more fully explained in clause 3 hereof.

3. Terms of Payment

- 3.1 The monthly fees shall be determined by Smiley Kids Charlo from time to time. Parents shall be advised, in writing, of changes to any fees payable to Smiley Kids Charlo or any of its service providers and/or agents. Non-receipt of the notification to changes to any applicable fee shall not invalidate such change to the applicable fees. The fees of Smiley Kids Charlo shall increase annually. Such increase shall be implemented and will be effective from 01 January.
- 3.2 Monthly school fees (as well as fees for services rendered by other service providers) are due and payable in advance and shall be paid by no later than the 2nd day of the month during which the service is rendered. Smiley Kids Charlo reserves the right to refuse access to the Applicant and his/her child/children if the fees that are due have not been paid or are outstanding.
- 3.3 Should the 2nd day of the month fall on a Saturday, Sunday, or Public Holiday then the amount due to Smiley Kids Charlo shall be payable on the preceding ordinary working day.
- 3.4 The Applicant shall qualify for a discount, the amount which shall be determined at the sole discretion of Smiley Kids Charlo from time to time, if the Applicant makes payment of the fees due and payable to Smiley Kids Charlo (in respect of the services that it renders) on or before the last working day of the month preceding the month during which the service is rendered. It is specifically recorded that the discount referred to in this sub clause does not apply to those services rendered by contractors and/or other service providers used by Smiley Kids Charlo unless the contractor and/or service provider agrees otherwise. When depositing or transferring money into the school's account, it must be taken into consideration that delays occur due to interbank transfers. To qualify for the discount on the school fees, the amount due must have been received in the school's bank account on or before the 1st of the month.
- 3.5 Payments made after the 2nd day of a month (as well as arrears) shall be subject to the maximum interest rate permissible under the National Credit Act and its regulations.
- 3.6 Every payment by the Applicant arising out of or in connection herewith shall be made at the address of Smiley Kids Charlo, free of any deductions and without set-off on the due date and without demand.
- 3.7 The Applicant shall be liable to pay collection commission, all attorney/client fees and tracing fees (if applicable) in the event that Smiley Kids Charlo has to institute legal action to recover any amount outstanding to it by the Applicant as is set out further in clause 12 below.
- 3.8 Fees may be paid either by means of a cash payment at the premises of Smiley Kids Charlo (please ensure that you receive an official Smiley Kids Charlo receipt with the correct amount recorded thereon) or by means of an internet transfer or by direct bank deposit. The school's bank account number is:

Account Holder	:	Smiley Kids Charlo
Bank	:	ABSA
Branch and code	:	632-005
Account number	:	4049332018
Reference	:	Child's Name and Surname

Please ensure when making the payment that you use the child's name and surname as the reference of the payment. Proof of payments must be submitted at the school.
- 3.9 Smiley Kids Charlo reserves the right to withhold any academical and/or other information concerning the Applicant's child or children's progress if any fees are outstanding or not paid in full.
- 3.10 An amount of five hundred rand, R500.00, is payable on receipt of enrolment form for registration. No enrolment form will be accepted without the registration fee. This registration fee is a once off payment and is for administration cost and is not refundable.
- 3.11 There is an additional cost for toiletries used throughout every year. It is a once of payment and covers most of the toiletries used by the children. The cost for the toiletries for the year is indicated on the requirement list attached.

4. Notice

Should the Applicant wish to remove his/her child/children from Smiley Kids Charlo, then the Applicant shall be obliged to give Smiley Kids Charlo one calendar month's written notice. For purpose of this clause a calendar month notice shall mean from the first day of the month until the first day of the next month (for example, notice given on 15 March shall only have effect from 01 April and the agreement shall terminate one calendar month later, on 01 May). Despite the provisions of this clause, the Applicant may not give notice for the months of November and December. The fees for December are fully payable. Notice to terminate this agreement for the end of December must be handed in at the office by no later than the end of October. Smiley Kids Charlo shall be entitled to give the Applicant shorter notice of the termination of this agreement in the event of a material breach of this agreement as well as a breach or non-compliance with any standing operational procedures, code of conduct or other policies of Smiley Kids Charlo. Such shorter notice by Smiley Kids Charlo to the Applicant may be verbal or in writing. Should Smiley Kids Charlo in its opinion believe that the Applicant's child is not suited to be a student at the school for any reason whatsoever, it may in its sole discretion terminate this agreement by providing the Applicant with 5 days written notice of its intention to terminate. The Applicant shall nevertheless be obliged to pay for the calendar months' notice and the remainder of the month in which the child was removed from school.

5. School Hours

- 5.1 The school hours are strictly from 6h30 to 18h00, Monday to Friday excluding Public Holidays, when the school shall be closed.
- 5.2 Should the Applicant's child/children be collected after 18h00, a late collection fee of R80.00 (eighty rand) for every ten minutes after 18h00 will be charged to his/her account. This amount may be amended from time to time at the sole discretion of Smiley Kids Charlo.
- 5.3 No unauthorised person or children under the age of 18 will be allowed to collect the Applicant's child or children from Smiley Kids Charlo. Smiley Kids Charlo must be informed if any other person will collect the Applicant's child or children from school. Please furnish us with the person's identity number, name and surname and a short description of the features of the person concerned.
- 5.3 The school shall be closed for the December Holidays from approximately 15 December until approximately the second Tuesday of January. The specific details in this regard will annually be communicated to Applicant's by no later than end October. The full school fees shall be payable, despite the closure of the school during this period. The exact dates will be communicated in writing to the Applicant.

6. Indemnity

Although every precaution necessary will be taken to prevent accidents, neither Smiley Kids Charlo nor any of its employees, agents, guests, facilitators, representatives, or anyone acting on its behalf shall be held liable for any injury, be it physical, emotional, or psychological or howsoever caused to the child whilst under the control of Smiley Kids Charlo, be it as a result of gross negligence or otherwise. Smiley Kids Charlo shall further be indemnified and held harmless by the Applicant against any claim of whatsoever nature and howsoever arising whether in contract or delict, which may be brought against Smiley Kids Charlo, its members, employees, agents, guests, facilitators by any other third party. If and when the Applicant's child or children are being transported by Smiley Kids Charlo, for whatever reason, (including but not limited to outings, collecting or dropping off) it will be at the Applicant's and child's own risk. Smiley Kids Charlo (including all its employees and or any person acting on behalf of Smiley Kids Charlo) shall not be liable in respect of any injury sustained or damage suffered by the Applicant's child or children.

7. Transport Facility

Smiley Kids Charlo has a transport facility available to all parents and children to collect and/or drop off children from or at home, collect and drop off children at their primary school and for outings that are away from the premises of Smiley Kids Charlo. Smiley Kids reserves the right to limit the area of operation of the service. The fees applicable for this service shall be determined by Smiley Kids Charlo from time to time. Smiley Kids Charlo reserves the right to levy an additional amount on users of this transport facility when high fuel prices necessitate such levy.

8. School property

In the event that property of the school is damaged by the Applicant's or his/her child or children, the Applicant will be responsible for any and all costs to replace or repair the damaged property.

9. Breach

- 9.1 The Applicant shall be in breach of this agreement if the Applicant fails to make payment of any amount due and payable to Smiley Kids Charlo on its due date or the Applicant being placed under administration or is sequestrated or by virtue of the attachment of the assets of the Applicant in any judicial process.
- 9.2 In the event of the breach of this agreement by the Applicant as is set out in clauses 4 and 9.1 above, Smiley Kids Charlo may elect to cancel this agreement with or without notice in the sole discretion of Smiley Kids Charlo.
- 9.3 Smiley Kids Charlo shall be entitled to list the name of the Applicant on a credit control list for all the Smiley Kids schools. The effect thereof is that the Applicant's child or children may be refused entry to any Smiley Kids school within the Gauteng Province until such time that the act or omission that caused the breach, is remedied and Smiley Kids Charlo reserves the right to proceed with legal action against the Applicant without further notice.

10. Notice and Domicile

- 10.1 The parties choose the *domicile citadel et executant* for the purpose of all notices and processes arising out of or in connection with this agreement as follows:

Smiley Kids Charlo	:	181 Circular Drive, Lorraine, Port Elizabeth, 6070
Applicant (physical address)	:	_____
- 10.2 Any notice sent by post, by either party to the other, shall be deemed to be received on the seventh day after the date of posting or on the date of delivery in the case of delivery by hand.
- 10.3 Each party shall be entitled to change the address specified by it in terms of this clause, in writing, to any other address within the Republic of South Africa (not being a post office box or poste restante) on not less than 14 calendar days prior written notice to the other party.

11. Duration and Termination

This contract shall operate for an indefinite period and is subject to the notice periods as set out in clause 4 above.

12. Costs

All legal and collection costs, including attorney and own client costs, tracing fees, charges and disbursements incurred by Smiley Kids Charlo in collecting or endeavouring to collect all or any amount payable by the Applicant hereunder, shall be for the account of the Applicant and payable on demand.

13. Certificate of indebtedness

The indebtedness of the Applicant to Smiley Kids Charlo in terms of this contract shall be determined and conclusively proved for all purposes by a certificate signed on behalf of Smiley Kids Charlo.

14. Jurisdiction

The Applicant hereby consents, notwithstanding the amount of the claim, to the jurisdiction of the Magistrates Court.

15. Emergency Medical Treatment, Illness, Injury and Medication

- 15.1 Smiley Kids Charlo cannot accept responsibility for extremely sick children, those running high temperatures, vomiting, with eye infections, or that have diarrhoea or head lice.
- 15.2 In the event of the Applicant's child or children contracting any infectious disease, Smiley Kids Charlo must be notified immediately. Children with infectious diseases may not be sent to Smiley Kids Charlo until certified by the Applicant's doctor
- 15.3 Please ensure that any and all allergies that your child or children may have is recorded on the enrolment form.
- 15.4 The administration of medication to any child by a member of the personnel of Smiley Kids Charlo may only be performed upon the written consent of the Applicant or the other parental party. The Applicant or the other parental party of the child or children must specify what medication is to be administered, the quantity that must be given and what time the medication must be administered. The Applicant or the other parental party of the child or children must clearly state their name and sign at this instruction.
- 15.5 The Applicant or the other parental party of the child or children hereby consent to the administration of any emergency medical assistance, namely first aid, as is deemed appropriate, by Smiley Kids Charlo, in the event of injury to the child.
- 15.6 Should the Applicant's child or children require emergency medical treatment the Applicant hereby gives Smiley Kids Charlo authority to take such child to the nearest doctor or medical facility. The Applicant shall remain liable for the costs incurred by such emergency medical treatment.

16. General

- 16.1 This agreement constitutes the whole and entire agreement between the parties and there are no other agreements, representations, or warranties between the parties other than those specifically set forth herein.
- 16.2 No amendment, variation or modification of this agreement shall be of any force of effect unless the same is confirmed in writing and signed by all the parties hereto.
- 16.3 No indulgence on the part of either party in exercising any right conferred upon such party in terms of this agreement shall constitute a waiver or novation of any such right, nor shall any single or partial exercise of any right preclude any other of future exercise thereof or the exercise of any other right under this agreement.
- 16.4 Smiley Kids Charlo shall be entitled, without notice to the Applicant, to cede, transfer or assign its rights under this agreement to any third party.
- 16.5 The person responsible for the account and preferably both parents must sign the agreement and supply with the signed agreement and enrolment form a copy of their identity document. Also, a copy of the child or children's birth certificate must accompany this signed agreement and enrolment form.

CHARLEST OPVOEDKUNDIGEDIENSTE C.C TRADING AS
SMILEY KIDS CHARLO
OWNER: CHARMAINE JOUBERT

POPIA: ADDENDUM A
DATA SUBJECT – RIGHTS

Dear Applicant (Data Subject)

This letter serves to inform you of your rights and responsibilities as a Data Subject under:

- The Protection of Personal Information
- The General Data Protection Regulations, and
- The Promotion of Access to information Act.

You have:

- The right to be notified that **Personal Information ("PI")** and / or **Special Personal Information ("SPI")** is being collected about yourself, as the Competent Person, and your child / children.
- The right to be notified when your Personal Information has been accessed or acquired by an unauthorized person or was lost.
- The right to establish the identity of the Information Officer and what controls are implemented to safeguard your PI.
- The right to request access to your PI and / or SPI.
- The right to request the correction, destruction or deletion of your PI.
- The right to object on reasonable grounds to the processing and retention of you PI.
- The right to not have your PI processed for the purpose of direct marketing.
- The right to submit a complaint to the information Regulator regarding the interference with or loss of your personal data.
- The right to institute civil proceedings regarding interference or loss of your PI.

Your responsibility as a Data Subject is to keep the information Officer updated with any changes to your information. In addition, we will send out annual update forms for you to complete and return.

Addendum B
Access to Personal Information

POPI – DATA SUBJECT – Requesting Permission for Personal Information

Dear Parent (Data Subject)

This letter serves to obtain permission from you, the Data Subject and/or Competent Person in terms of the collection of information on yourself and your child in terms of:

The Protection of Personal Information,

The General Data Protection Regulations,

1. **For consumers of our services, i.e., parents and guardians of children:**
 - a. Perform duties in terms of our Admissions Contract.
 - b. Operate and manage Data Subject / Competent Person's fee accounts, any applications, agreements and/or correspondence between them and **SMILEY KIDS CHARLO**.
 - c. Communicate, receive direct marketing, by email, SMS, letter, telephone, face-to-face, or in any other form.
 - d. Carry out market research and business analysis.
 - e. Debt recovery.
 - f. Updating all information held as referred to in Addendum A.
 - g. Comply with our statutory, regulatory, legal, and other obligations under various Acts.
 - h. Perform any administrative and operational functions as reasonably required.
 - i. To understand each child's family dynamic to support them and their parents in times of need.
2. **For potential consumers / parents and guardians of children:**
 - a. Verify Information.
 - b. Check credit rating.
 - c. Direct Marketing.
 - d. Any other reasonable purpose as reasonably required by **SMILEY KIDS CHARLO** core business.
3. **For Children:**
 - a. To make, or assist in making, decisions about their care and education.
 - b. To form a view of each child as an individual and to identify and/or improve the service that is being provided according to their needs.
 - c. To identify areas of vulnerability in their health, immunity, mental and/or physical wellbeing.
 - d. To monitor and evaluate a child's progress through a curriculum framework.
 - e. To be able to report their progress to parents and guardians from a knowledge base.
4. **For vendors, suppliers, extra-curricular providers, and other businesses:**
 - a. Verifying information and performing checks.
 - b. Purposes relating to the agreement or business relationship between the parties.
 - c. Bank account details for the electronic payment of invoices.
 - d. For account reconciliations.
 - e. Complying with our regulatory and other obligations.
 - f. Any other reasonably required purpose relating to core services.
5. **Adhering to governance and regulatory norms and standards.**
6. **Immediately reacting to and investigating security incidents**
7. **Physical security, i.e.,**
 - a. Access controlled gate.
 - b. Alarm System
 - c. Security Patrols
8. **Secure communications via WhatsApp Broadcasts, phone calls, email, and face-to-face meetings.**

Access to Personal Information:

1. Parents and staff have the right to request a copy of the personal Information we hold on them personally and their children.
 - a. Please contact the information Operator in the office and specify which information you want.
 - b. All reasonable steps will be taken to confirm the identity of the person requesting the information.
2. At all times we are acutely aware of children's rights to privacy and protection.
3. Data Subjects PI is used extensively by authorized staff only in our daily management.
4. Teaching practitioners have access to the child's milestones and previous assessments.
5. If permission is granted, contact details of extra-mural service providers will be shared with the parents. The parents will elect to share their contact details with the extra-mural providers, nor not.

Collection of Personal Information

1. We collect PI directly from Data Subjects when they provide us with Personal Details, i.e., the Application for Enrolment.
2. Where possible we will inform our Data Subjects when information is optional.

Collection of Non-Personal Information

3. When somebody visits our website collection of non-personal information takes place. This enables us to establish which pages are of most interest to our parents and gives us very useful metadata that we use to enhance visitor's experiences to our website. Nobody can be identified from this information. This includes the use of cookies.

Categories of Data Subjects and Personal information and Special Personal Information:

Category: Consumers and Potential, i.e., Parents and Guardians of Children:

Personal Information:

- Billing Information
- Email address
- Emergency contact (if parent not available)
- Full Names
- Home and Postal address
- Marital status, if divorced, the custody and visiting arrangements
- Telephone numbers

Special Personal Information:

- * Credit score and references
- * ID number
- * Medical aid number and main member details
- * Passport number if not RSA ID

Category: Children:

Personal Information:

- Admission and Discharge Dates
- Age
- Allergies
- Attendance Register
- Covid – 19 Temperature Screening, register and other information.
- Full name
- Date of Birth
- Medications (currently being administered)
- Transportation required.

Special Personal Information:

- * Adaption history (if any)
- * Birth history
- * Child's medical history
- * Form 22 – Reporting Suspicions of Child Abuse
- * ID number
- * Immunization Records
- * Assessment Reports

Security of Personal Information (Data Protection)

4. **SMILEY KIDS CHARLO** is legally obliged to provide protection for the personal information we hold, prevent unauthorized access and use of the personal information (PI) and by all means prevent loss of the information. To achieve this:
5. Use of PI has been documented in this policy and implemented in **SMILEY KIDS CHARLO**
6. It effectively monitors access and usage of the information.
7. Access to PI has been documented in the policy and implemented in **SMILEY KIDS CHARLO**
8. Our computers and networks are securely protected through Avast virus protection software, which prevents hacking, spyware, and malware.
9. Allergy information is shared with the employees in order to keep the child safe from harm by preventing them from coming into contact with the allergen.
10. In the event that Form 22 (Allegations of Child Abuse) is used, the names and details will only be shared on a strict need-to-know basis as prescribed on the instructions on the form.
11. Monitoring and evaluation in terms of:
 - a. Children's reports and assessments (only shared with the child's parents/guardians).
 - b. Staff Performance Evaluations (only shared with the relevant management personnel and the member of staff him/herself).
12. In connection with legal proceedings, regulatory requirements, or industry codes to which we subscribe, or which apply to us, or when it is otherwise allowed by law.
13. To assist with our business development, performance, customer satisfaction and efficiency.
14. To monitor our website usage.
15. To keep parents/guardians informed of events at our centre.
16. To perform our contractual obligations entered between **SMILEY KIDS CHARLO** and staff and/or the parents/guardians of the enrolled children.
17. Where necessary to verify identities for security purposes.
18. To contact parents/guardians regarding their children.
19. To respond to queries and requests from the parents.
20. To notify parents about any changes to the service.

Allergies are listed as PI and not SPI for the purpose of possibly saving the child's life, several people in the organization need to know which child has an allergy and to what.

FEES/FOOIE

All payments before the 2nd of every month qualify for a discount.
Alle betalings voor die 2de van elke maand kwalifiseer vir 'n afslag.

Regstrasiefooi: R500. Dit is 'n eenmalige adminfooi wat nie beskou kan word as 'n deposito nie. Hierdie bedrag kan nie herwin word met kansellasië nie.

Registration fee: R500. This is a once off admin fee and it is not refundable on resignation.

	Before the 2 nd Voor die 2de	After the 2 nd Na die 2de
<u>Babies / Babas:</u>	R2620.00	R2750.00
<u>Toddlers / Kleuters:</u>		
Full Day / Voldag	R2710.00	R2840.00
Half Day / Halfdag	R2600.00	R2730.00
<u>After Care / Nasorg:</u>	R1560.00	R1690.00
<u>Transport / Vervoer:</u>		
One way / Eenrigting	R1040.00	
Two way / Tweerigting	R1560.00	
Single Trips	R180.00	

Outside Activities / Buitedienste:

Information available at the office

(All classes are at school for 30 min, once a week)

Menu 1

<i>Monday</i>	<i>Tuesday</i>
Breakfast: Mealie Meal Tea: Own snack / tea – provided Lunch: Chicken ala King, Rice, and Vegetables Snack: Bread with apricot jam, apple & juice	Breakfast: Oats Tea: Own snack / tea – provided Lunch: Spaghetti bolognaise & butternut Snack: Bread with apricot jam, apple & juice
<i>Wednesday</i>	<i>Thursday</i>
Breakfast: Matabele/ Chocolate Tea: Own snack / tea – provided Lunch: Chicken Vienna's and Crisps (thin round cut potato chips) Snack: Bread with apricot jam, apple & juice	Breakfast: Oats Tea: Own snack / tea – provided Lunch: Savory mince, rice and vegetables Snack: Bread with apricot jam, apple & juice
<i>Friday</i>	
Breakfast: Mealie Meal Tea: Own snack / tea – provided Lunch: Macaroni & Cheese Snack: Bread with apricot jam, apple & juice	

Menu 2

<i>Monday</i>	<i>Tuesday</i>
Breakfast: Mealie meal Tea: Own snack / tea – provided Lunch: Macaroni and mins with sweet potato Snack: Bread with mixed fruit jam, pears & juice	Breakfast: Oats Tea: Own snack / tea – provided Lunch: Shredded chicken and rice with vegetables Snack: Bread with mixed fruit jam, pears & juice
<i>Wednesday</i>	<i>Thursday</i>
Breakfast: Matabele / Chocolate Tea: Own snack / tea – provided Lunch: 2-minute noodles with chicken Poloni and slice of bread Snack: Bread with mixed fruit jam, pears & juice	Breakfast: Oats Tea: Own snack / tea – provided Lunch: Fish fingers and mash with vegetables and gravy Snack: Bread with mixed fruit jam, pears & juice
<i>Friday</i>	
Breakfast: Mealie meal Tea: Own snack / tea – provided Lunch: Chicken patties with chips Snack: Bread with mixed fruit jam, pears & juice	

OUR SMILEY KIDS VISION AND MISSION

“TO BE THE PREFERRED EDUCATIONAL INSTITUTION IN THE PRE-SCHOOL AND PRIMARY EDUCATION MARKET IN SOUTH AFRICA, BY MEANS OF PROVIDING THE QUALITY, UNIQUE AND INTEGRATED EDUCATION AND CARE SERVICE WHICH WILL PREPARE CHILDREN FOR THE COMPETITIVE WORLD OF TOMORROW”

OUR SMILEY KIDS VALUES

THE SMILEY KIDS BUSINESS ASPIRES AND MAINTAINS:

- A CHRISTIAN OUTLOOK ON LIFE
- TRUTHFULNESS AND INTEGRITY
- LOYALTY
- RECOGNITION TO DIVERSITY
- CREATIVITY

OUR SMILEY KIDS SCHOOL SONG

Oh, I have a school
A very nice school
A place called Smiley Kids
I learn at my school
I play at my school
The place called Smiley Kids
We learn and play and sing all day
And wish that you were here
A nursery school, a very nice school
The place called Smiley Kids

O, ek het 'n skool
'n Lekker skool
Sy naam is Smiley Kids
Ek leer by my skool
Ek speel by my skool
Sy naam is Smiley Kids
As jy wil weet hoe dit hier
lyk, dan moet jy self kom
kyk. 'n Lekker skool, 'n
kleuterskool, sy naam is
Smiley Kids

Dear Parent

You have indicated that your child will be with us in January 2026. Kindly take note that our class allocations are done according to the age groups. The only class where this may differ is in the Senior Babes Class or Potty-Training class – if the children take longer to be trained or parents prefer them to complete the year in the same class, they may end up skipping the 2 – 3 class. The only other time when children may be in a combined class, is when we have less than 10 grade r's registered for the next academic year – then we move some of the oldest Grade RR toddlers to that group and the teacher follows a separate programme for each group.

Information regarding **2026**

Your child will be in teacher..... class. Kindly take note of the requirements for the year.

Grade R:
Stationery:

4 x 20 g Pritt	Old T-Shirt for painting
8 x Bostik White glue	R15 Tuck PER WEEK (optional)
Sharpener	
1 x Scissor	
A5 hard cover (messages)	<u>Toiletries:</u>
1 x 20 pocket flip file: Poems	R790 per year, if you enroll
1 x A4 Large lever arch file	after June R395 (not refundable)
1 x Rolfe's Wax Crayons	
2 x Mon Ami Twist Crayons	
Eraser	
2 x HB Pencil	
1 x Pastels	
1 x 2L Ice cream container for stationery	
1 x small container for counters	
1 x set of 30 counters – can go up to 50 later in the year (buttons, bottle caps etc.)	
2 x Reams A4 White printing paper – PER YEAR	
1 x Set of 12 Koki's	
2 x Wet Wipes PER TERM	

Grade RR:

Stationery:

4 x Pritt – 20g
2 x Mon Ami Twist crayons
1 x Scissor
1 x A5 Hard Cover Book
1 x 20 pockets flip file: Poems
1 x A4 Lever arch file
2 x Wax Crayons
1x Small container for counters
1 x Set of 20 counters (buttons, bottle caps etc.)
8 x White wood glue
2 x Reams A4 White printing paper – **PER YEAR**
1 x Pastels
1 x HB pencil
2 x Wet wipes **PER TERM**

R50 Mattress fee **PER YEAR**
Blanket
Old T-Shirt of daddy for painting
R15 Tuck **PER WEEK** (optional)

Toiletries:

R790 per year, if you enroll after
June R395 (not refundable)

Toddlers 2 – 4 Years

Stationery:

2 x Jumbo Crayons 14 mm (2-3 years) – 1 x Jumbo Crayons and 1 x Mon Ami twist crayons (3-4 years)
1 x Scissor (3-4 Years)
4 x Pritt (20g) + 6 x Graft glue
1 x A4 Large lever arch file
1 x A5 Hard Cover book
2 x Packet of Wet wipes **PER TERM**
1 x 20 pockets flip file: Poems
1 x Packet of oil pastels (3-4 Years)
1 x small container for counters (3-4 Years)
1 x set of 20 counters (buttons, bottle caps etc.) for (3 - 4 years)
1 x set of 10 counters (buttons, bottle caps etc.) for (2 - 3 years)
2 x Reams A4 White printing paper – **PER YEAR**

An old T-shirt for painting
R50 mattress fee
Blanket
R15 Tuck **PER WEEK**
(optional)

Toiletries:

R790 per year, if you enroll
after June R395 (not
refundable)

AFTER CARE:

1x A4 Hard Cover book - Provided by Smiley Kids Charlo
R15 Tuck shop (optional)
Toiletry fee: R790 per year if you enroll after June R395 (not refundable)
1 x Reams A4 White printing paper (per year)

Senior Babes:

Stationery:

1 x A4 Lever arch file
1x A5 Hardcover Book
2 x Big Wax Crayons
4 x White wood glue
30 x Plastic Sleeves
Plastic bags (for "oops" clothing)
R120 Progress Book (at office)

R50 Mattress Fee **PER YEAR**
3 – 4 Sets extra clothing
Blanket
Fitted sheet (117cm x 55cm)
Old T-Shirt of dad for painting
R15 Tuck **PER WEEK** (optional)

1 x Reams A4 White printing paper – **PER YEAR**

- **YOUNGER SENIOR BABES – NO TUCKSHOP**

Toiletries:

R860 per year if you enroll
after June R430 (not refundable)
Provide own Wet Wipes (3 x packs of 80 per month)

Junior Babes:

R50 Mattress Fee **PER YEAR**
R120 Progress Book (at office)
1 – 2 Sets of Extra Clothing
1 x Receiving Blankets
1 x Warm Blanket (winter only)
1 x Fitted Sheet (camping cot size)
1 x 10 Pocket Flip File

Toiletries:

R860 per year if you enroll
after June R430 (not refundable)
Provide Own Wet Wipes
(3 x packs of 80 per month)
Nappy bags (for "oops" clothing)

ENROLMENT FORM

Enrolment date: _____

Particulars of child:

Full names				Surname			
Known as				Gender			
Date of birth				Home Language			
	Day	Month	Year		AFR	ENG	Other

Previous Institution / Nursery School attended:

Previous Pre-Primary, play school, nursery school, day mother, etc. attended						
Name of Institution						
Suburb/Town		Duration of attendance	From		Until	

Medical Information:

Medical Aid Scheme		Membership number	
Doctor		Doctor's telephone nr	
Allergies or chronic illnesses			
Special medication (please specify)			

Parent Information:

Mother:		Identity number	
Name & Surname		(copy attached)	
Physical address		Occupation	
		Contact No – Home	
		Contact No – Work	
e-mail address		Cellular No	
Father:		Identity number	
Name & Surname		(copy attached)	
Physical address		Occupation	
(if different from		Contact No – Home	
mother's address)		Contact No – Work	
e-mail address		Cellular No	

Family Status:

Please indicate by circling the correct	Parents:	Married / Not Married / Divorced – child stays with mother /
		Divorced – child stays with Father / Guardian /
		Other (please specify)

Contact details in case of an emergency (not parents):

Name and Surname		Name and Surname	
Relation to Child		Relation to Child	
Contact number		Contact number	

List of people who may collect child (where possible please supply copy of Identity document):

Name & Surname		Identity number	
Name & Surname		Identity number	

Financial Information

Person responsible for account: (Please attach a copy of Identity Document of the person paying the account)

Name & Surname		Identity number	
Physical address		Contact No – Home	
		Contact No – Work	
		Contact No - Cellular	
Relation to Child			

Services

Please mark with an 'x' which services you want to make use of:

(Attached hereto also find the fee structure indication the relevant fees)

Baby - Full Day		Toddler - Full day		After Care	
		Toddler - Half day		Name of Primary School	

Transport:

One-way transport		Two-way transport	
-------------------	--	-------------------	--

Office use

Registration fee paid	R
Date registration paid	
Enrolment form signed	YES / NO
Standard Terms and Conditions signed	YES / NO
Copy of Identity Document received of person responsible for account and parents	YES / NO
Copy of child's Birth Certificate and Clinic Card received	YES / NO

Signature of person responsible for the account

Date

(I acknowledge that I have read the Standard Terms and Conditions applicable to Smiley Kids Charlo and bind myself thereto)

STANDARD TERMS AND CONDITIONS

1. Introduction

The owner, teachers and staff of Smiley Kids Charlo wish to take this opportunity to welcome you and your child to our school. We confirm that our first priority is to provide quality service to you and your child in a professional manner.

2. Acceptance

The undersigned ("the Applicant") hereby acknowledges that he/she shall be liable for the payment of the monthly fees in respect of the child-minding services as more fully explained in clause 3 hereof.

3. Terms of Payment

- 3.1 The monthly fees shall be determined by Smiley Kids Charlo from time to time. Parents shall be advised, in writing, of changes to any fees payable to Smiley Kids Charlo or any of its service providers and/or agents. Non-receipt of the notification to changes to any applicable fee shall not invalidate such change to the applicable fees. The fees of Smiley Kids Charlo shall increase annually. Such increase shall be implemented and will be effective from 01 January.
- 3.2 Monthly school fees (as well as fees for services rendered by other service providers) are due and payable in advance and shall be paid by no later than the 2nd day of the month during which the service is rendered. Smiley Kids Charlo reserves the right to refuse access to the Applicant and his/her child/children if the fees that are due have not been paid or are outstanding.
- 3.3 Should the 2nd day of the month fall on a Saturday, Sunday or Public Holiday then the amount due to Smiley Kids Charlo shall be payable on the preceding ordinary working day.
- 3.4 The Applicant shall qualify for a discount, the amount which shall be determined at the sole discretion of Smiley Kids Charlo from time to time, if the Applicant makes payment of the fees due and payable to Smiley Kids Charlo (in respect of the services that it renders) on or before the last working day of the month preceding the month during which the service is rendered. It is specifically recorded that the discount referred to in this sub clause does not apply to those services rendered by contractors and/or other service providers used by Smiley Kids Charlo unless the contractor and/or service provider agrees otherwise. When depositing or transferring money into the school's account, it must be taken into consideration that delays occur due to interbank transfers. To qualify for the discount on the school fees, the amount due must have been received in the school's bank account on or before the 1st of the month.
- 3.5 Payments made after the 2nd day of a month (as well as arrears) shall be subject to the maximum interest rate permissible under the National Credit Act and its regulations.
- 3.6 Every payment by the Applicant arising out of or in connection herewith shall be made at the address of Smiley Kids Charlo, free of any deductions and without set-off on the due date and without demand.
- 3.7 The Applicant shall be liable to pay collection commission, all attorney/client fees and tracing fees (if applicable) in the event that Smiley Kids Charlo has to institute legal action to recover any amount outstanding to it by the Applicant as is set out further in clause 12 below.
- 3.8 Fees may be paid either by means of a cash payment at the premises of Smiley Kids Charlo (please ensure that you receive an official Smiley Kids Charlo receipt with the correct amount recorded thereon) or by means of an internet transfer or by direct bank deposit. The school's bank account number is:

Account Holder	:	Smiley Kids Charlo
Bank	:	ABSA
Branch and code	:	632-005
Account number	:	4049332018
Reference	:	Child's Name and Surname

Please ensure when making the payment that you use the child's name and surname as the reference of the payment. Proof of payments must be submitted at the school.
- 3.9 Smiley Kids Charlo reserves the right to withhold any academical and/or other information concerning the Applicant's child or children's progress if any fees are outstanding or not paid in full.
- 3.10 An amount of four hundred and fifty rand, R450.00, is payable on receipt of enrolment form for registration. No enrolment form will be accepted without the registration fee. This registration fee is a once off payment and is for administration cost and is not refundable.
- 3.11 There is an additional cost for toiletries used throughout every year. It is a once off payment and covers most of the toiletries used by the children. The cost for the toiletries for the year is indicated on the requirement list attached.

4. Notice

Should the Applicant wish to remove his/her child/children from Smiley Kids Charlo, then the Applicant shall be obliged to give Smiley Kids Charlo one calendar month's written notice. For purpose of this clause a calendar month notice shall mean from the first day of the month until the first day of the next month (for example, notice given on 15 March shall only have effect from 01 April and the agreement shall terminate one calendar month later, on 01 May). Despite the provisions of this clause, the Applicant may not give notice for the months of November and December. The fees for December are fully payable. Notice to terminate this agreement for the end of December must be handed in at the office by no later than the end of October. Smiley Kids Charlo shall be entitled to give the Applicant shorter notice of the termination of this agreement in the event of a material breach of this agreement as well as a breach or non-compliance with any standing operational procedures, code of conduct or other policies of Smiley Kids Charlo. Such shorter notice by Smiley Kids Charlo to the Applicant may be verbal or in writing. Should Smiley Kids Charlo in its opinion believe that the Applicant's child is not suited to be a student at the school for any reason whatsoever, it may in its sole discretion terminate this agreement by providing the Applicant with 5 days written notice of its intention to terminate. The Applicant shall nevertheless be obliged to pay for the calendar months' notice and the remainder of the month in which the child was removed from school.

Applicant initial _____

5. School Hours

- 5.1 The school hours are strictly from 6h30 to 18h00, Monday to Friday excluding Public Holidays, when the school shall be closed.
- 5.2 Should the Applicant's child/children be collected after 18h00, a late collection fee of R80.00 (eighty rand) for every ten minutes after 18h00 will be charged to his/her account. This amount may be amended from time to time at the sole discretion of Smiley Kids Charlo.
- 5.3 No unauthorised person or children under the age of 18 will be allowed to collect the Applicant's child or children from Smiley Kids Charlo. Smiley Kids Charlo must be informed if any other person will collect the Applicant's child or children from school. Please furnish us with the person's identity number, name and surname and a short description of the features of the person concerned.
- 5.4 The school shall be closed for the December Holidays from approximately 15 December until approximately the second Tuesday of January. The specific details in this regard will annually be communicated to Applicant's by no later than end October. The full school fees shall be payable, despite the closure of the school during this period. The exact dates will be communicated in writing to the Applicant.

6. Indemnity

Although every precaution necessary will be taken to prevent accidents, neither Smiley Kids Charlo nor any of its employees, agents, guests, facilitators, representatives or anyone acting on its behalf shall be held liable for any injury, be it physical, emotional or psychological or howsoever caused to the child whilst under the control of Smiley Kids Charlo, be it as a result of gross negligence or otherwise. Smiley Kids Charlo shall further be indemnified and held harmless by the Applicant against any claim of whatsoever nature and howsoever arising whether in contract or delict, which may be brought against Smiley Kids Charlo, its members, employees, agents, guests, facilitators by any other third party. If and when the Applicant's child or children are being transported by Smiley Kids Charlo, for whatever reason, (including but not limited to outings, collecting or dropping off) it will be at the Applicant's and child's own risk. Smiley Kids Charlo (including all its employees and or any person acting on behalf of Smiley Kids Charlo) shall not be liable in respect of any injury sustained or damage suffered by the Applicant's child or children.

7. Transport Facility

Smiley Kids Charlo has a transport facility available to all parents and children to collect and/or drop off children from or at home, collect and drop off children at their primary school and for outings that are away from the premises of Smiley Kids Charlo. Smiley Kids reserves the right to limit the area of operation of the service. The fees applicable for this service shall be determined by Smiley Kids Charlo from time to time. Smiley Kids Charlo reserves the right to levy an additional amount on users of this transport facility when high fuel prices necessitate such levy.

8. School property

In the event that property of the school is damaged by the Applicant's or his/her child or children, the Applicant will be responsible for any and all costs to replace or repair the damaged property.

9. Breach

- 9.1 The Applicant shall be in breach of this agreement if the Applicant fails to make payment of any amount due and payable to Smiley Kids Charlo on its due date or the Applicant being placed under administration or is sequestrated or by virtue of the attachment of the assets of the Applicant in any judicial process.
- 9.2 In the event of the breach of this agreement by the Applicant as is set out in clauses 4 and 9.1 above, Smiley Kids Charlo may elect to cancel this agreement with or without notice in the sole discretion of Smiley Kids Charlo.
- 9.3 Smiley Kids Charlo shall be entitled to list the name of the Applicant on a credit control list for all the Smiley Kids schools. The effect thereof is that the Applicant's child or children may be refused entry to any Smiley Kids school within the Gauteng Province until such time that the act or omission that caused the breach, is remedied and Smiley Kids Charlo reserves the right to proceed with legal action against the Applicant without further notice.

10. Notice and Domicile

- 10.1 The parties choose the *domicile citadel et executant* for the purpose of all notices and processes arising out of or in connection with this agreement as follows:

Smiley Kids Charlo : 181 Circular Drive, Lorraine, Port Elizabeth, 6070

Applicant (physical address) : _____

- 10.2 Any notice sent by post, by either party to the other, shall be deemed to be received on the seventh day after the date of posting or on the date of delivery in the case of delivery by hand.

- 10.3 Each party shall be entitled to change the address specified by it in terms of this clause, in writing, to any other address within the Republic of South Africa (not being a post office box or poste restante) on not less than 14 calendar days prior written notice to the other party.

11. Duration and Termination

This contract shall operate for an indefinite period and is subject to the notice periods as set out in clause 4 above.

12. Costs

All legal and collection costs, including attorney and own client costs, tracing fees, charges and disbursements incurred by Smiley Kids Charlo in collecting or endeavouring to collect all or any amount payable by the Applicant hereunder, shall be for the account of the Applicant and payable on demand.

Applicant initial _____

13. Certificate of indebtedness

The indebtedness of the Applicant to Smiley Kids Charlo in terms of this contract shall be determined and conclusively proved for all purposes by a certificate signed on behalf of Smiley Kids Charlo.

14. Jurisdiction

15. Emergency Medical Treatment, Illness, Injury and Medication

- 15.1 Smiley Kids Charlo cannot accept responsibility for extremely sick children, those running high temperatures, vomiting, with eye infections, or that have diarrhoea or head lice.
- 15.2 In the event of the Applicant's child or children contracting any infectious disease, Smiley Kids Charlo must be notified immediately. Children with infectious diseases may not be sent to Smiley Kids Charlo until certified by the Applicant's doctor
- 15.3 Please ensure that any and all allergies that your child or children may have is recorded on the enrolment form.
- 15.4 The administration of medication to any child by a member of the personnel of Smiley Kids Charlo may only be performed upon the written consent of the Applicant or the other parental party. The Applicant or the other parental party of the child or children must specify what medication is to be administered, the quantity that must be given and what time the medication must be administered. The Applicant or the other parental party of the child or children must clearly state their name and sign at this instruction.
- 15.5 The Applicant or the other parental party of the child or children hereby consent to the administration of any emergency medical assistance, namely first aid, as is deemed appropriate, by Smiley Kids Charlo, in the event of injury to the child.
- 15.6 Should the Applicant's child or children require emergency medical treatment the Applicant hereby gives Smiley Kids Charlo authority to take such child to the nearest doctor or medical facility. The Applicant shall remain liable for the costs incurred by such emergency medical treatment.

16. General

- 16.1 This agreement constitutes the whole and entire agreement between the parties and there are no other agreements, representations or warranties between the parties other than those specifically set forth herein.
- 16.2 No amendment, variation or modification of this agreement shall be of any force of effect unless the same is confirmed in writing and signed by all the parties hereto.
- 16.3 No indulgence on the part of either party in exercising any right conferred upon such party in terms of this agreement shall constitute a waiver or novation of any such right, nor shall any single or partial exercise of any right preclude any other of future exercise thereof or the exercise of any other right under this agreement.
- 16.4 Smiley Kids Charlo shall be entitled, without notice to the Applicant, to cede, transfer or assign its rights under this agreement to any third party.
- 16.5 The person responsible for the account and preferably both parents must sign the agreement and supply with the signed agreement and enrolment form a copy of their identity document. Also, a copy of the child or children's birth certificate must accompany this signed agreement and enrolment form.

I / We _____ (full names and surname), being the parent(s)/ legal guardian(s) (herein referred to as "the Applicant") of

_____ (herein referred to as "the child"), understand, agree to and accept the standard terms and conditions aforesaid and that I am bound thereto.

Signature of the Applicant
(Person responsible for account)

Identity number

Date

POPIA: ADDENDUM A
DATA SUBJECT – RIGHTS

Dear Applicant (Data Subject)

This letter serves to inform you of your rights and responsibilities as a Data Subject under:

- The Protection of Personal Information
- The General Data Protection Regulations, and
- The Promotion of Access to information Act.

You have:

- The right to be notified that **Personal Information ("PI")** and / or **Special Personal Information ("SPI")** is being collected about yourself, as the Competent Person, and your child / children.
- The right to be notified when your Personal Information has been accessed or acquired by an unauthorized person or was lost.
- The right to establish the identity of the Information Officer and what controls are implemented to safeguard your PI.
- The right to request access to your PI and / or SPI.
- The right to request the correction, destruction or deletion of your PI.
- The right to object on reasonable grounds to the processing and retention of you PI.
- The right to not have your PI processed for the purpose of direct marketing.
- The right to submit a complaint to the information Regulator regarding the interference with or loss of your personal data.
- The right to institute civil proceedings regarding interference or loss of your PI.

Your responsibility as a Data Subject is to keep the information Officer updated with any changes to your information. In addition, we will send out annual update forms for you to complete and return.

Addendum B
Access to Personal Information

POPI – DATA SUBJECT – Requesting Permission for Personal Information

Dear Parent (Data Subject)

This letter serves to obtain permission from you, the Data Subject and/or Competent Person in terms of the collection of information on yourself and your child in terms of:

The Protection of Personal Information,

The General Data Protection Regulations.

9. For consumers of our services, i.e., parents and guardians of children:

- j. Perform duties in terms of our Admissions Contract.
- k. Operate and manage Data Subject / Competent Person's fee accounts, any applications, agreements and/or correspondence between them and **SMILEY KIDS CHARLO**.
- l. Communicate, receive direct marketing, by email, SMS, letter, telephone, face-to-face, or in any other form.
- m. Carry out market research and business analysis.
- n. Debt recovery.
- o. Updating all information held as referred to in Addendum A.
- p. Comply with our statutory, regulatory, legal, and other obligations under various Acts.
- q. Perform any administrative and operational functions as reasonably required.
- r. To understand each child's family dynamic to support them and their parents in times of need.

10. For potential consumers / parents and guardians of children:

- e. Verify Information.
- f. Check credit rating.
- g. Direct Marketing.
- h. Any other reasonable purpose as reasonably required by **SMILEY KIDS CHARLO** core business.

11. For Children:

- f. To make, or assist in making, decisions about their care and education.
- g. To form a view of each child as an individual and to identify and/or improve the service that is being provided according to their needs.
- h. To identify areas of vulnerability in their health, immunity, mental and/or physical wellbeing.
- i. To monitor and evaluate a child's progress through a curriculum framework.
- j. To be able to report their progress to parents and guardians from a knowledge base.

12. For vendors, suppliers, extra-curricular providers, and other businesses:

- g. Verifying information and performing checks.
- h. Purposes relating to the agreement or business relationship between the parties.
- i. Bank account details for the electronic payment of invoices.
- j. For account reconciliations.
- k. Complying with our regulatory and other obligations.
- l. Any other reasonably required purpose relating to core services.

13. Adhering to governance and regulatory norms and standards.

14. Immediately reacting to and investigating security incidents

15. Physical security, i.e.,

- d. Access controlled gate.
- e. Alarm System
- f. Security Patrols

16. Secure communications via WhatsApp Broadcasts, phone calls, email, and face-to-face meetings.

Applicant initial _____

Access to Personal Information:

6. Parents and staff have the right to request a copy of the personal Information we hold on them personally and their children.
 - c. Please contact the information Operator in the office and specify which information you want.
 - d. All reasonable steps will be taken to confirm the identity of the person requesting the information.
7. At all times we are acutely aware of children's rights to privacy and protection.
8. Data Subjects PI is used extensively by authorized staff only in our daily management.
9. Teaching practitioners have access to the child's milestones and previous assessments.
10. If permission is granted, contact details of extra-mural service providers will be shared with the parents. The parents will elect to share their contact details with the extra-mural providers, nor not.

Collection of Personal Information

21. We collect PI directly from Data Subjects when they provide us with Personal Details, i.e., the Application for Enrolment.
22. Where possible we will inform our Data Subjects when information is optional.

Collection of Non-Personal Information

23. When somebody visits our website collection of non-personal information takes place. This enables us to establish which pages are of most interest to our parents and gives us very useful metadata that we use to enhance visitor's experiences to our website. Nobody can be identified from this information. This includes the use of cookies.

Categories of Data Subjects and Personal information and Special Personal Information:

Category: Consumers and Potential, i.e., Parents and Guardians of Children:

Personal Information:

- Billing Information
- Email address
- Emergency contact (if parent not available)
- Full Names
- Home and Postal address
- Marital status, if divorced, the custody and visiting arrangements
- Telephone numbers

Special Personal Information:

- * Credit score and references
- * ID number
- * Medical aid number and main member details
- * Passport number if not RSA ID

Category: Children:

Personal Information:

- Admission and Discharge Dates
- Age
- Allergies
- Attendance Register
- Covid – 19 Temperature Screening, register and other information.
- Full name
- Date of Birth
- Medications (currently being administered)
- Transportation required.

Special Personal Information:

- * Adaption history (if any)
- * Birth history
- * Child's medical history
- * Form 22 – Reporting Suspicions of Child Abuse
- * ID number
- * Immunization Records
- * Assessment Reports

Security of Personal Information (Data Protection)

24. **SMILEY KIDS CHARLO** is legally obliged to provide protection for the personal information we hold, prevent unauthorized access and use of the personal information (PI) and by all means prevent loss of the information. To achieve this:
25. Use of PI has been documented in this policy and implemented in **SMILEY KIDS CHARLO**
26. It effectively monitors access and usage of the information.
27. Access to PI has been documented in the policy and implemented in **SMILEY KIDS CHARLO**
28. Our computers and networks are securely protected through Avast virus protection software, which prevents hacking, spyware, and malware.
29. Allergy information is shared with the employees in order to keep the child safe from harm by preventing them from coming into contact with the allergen.
30. In the event that Form 22 (Allegations of Child Abuse) is used, the names and details will only be shared on a strict need-to-know basis as prescribed on the instructions on the form.
31. Monitoring and evaluation in terms of:
 - c. Children's reports and assessments (only shared with the child's parents/guardians).
 - d. Staff Performance Evaluations (only shared with the relevant management personnel and the member of staff him/herself).
32. In connection with legal proceedings, regulatory requirements, or industry codes to which we subscribe, or which apply to us, or when it is otherwise allowed by law.
33. To assist with our business development, performance, customer satisfaction and efficiency.
34. To monitor our website usage.
35. To keep parents/guardians informed of events at our centre.
36. To perform our contractual obligations entered between **SMILEY KIDS CHARLO** and staff and/or the parents/guardians of the enrolled children.
37. Where necessary to verify identities for security purposes.
38. To contact parents/guardians regarding their children.
39. To respond to queries and requests from the parents.
40. To notify parents about any changes to the service.

Allergies are listed as PI and not SPI for the purpose of possibly saving the child's life, several people in the organization need to know which child has an allergy and to what.

Applicant initial _____

AUTHORITY TO ADMINISTER CHRONIC MEDICINE

1. This letter acts as confirmation that _____
suffers from _____
2. If there is an incident at school, the following medicine must be given to the child immediately:

2.1 Prescribed Medication:

Medicine	Time	Dosage	Doctor
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

2.2 Non-Prescribed Medication:

Medicine	Time	Dosage	First Aider
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

Parent's name (please print) _____

Parent's signature _____

Date _____

RE: LANGUAGE OF INSTRUCTION

Dear Parent,

Smiley Kids is a fully bilingual (Afrikaans and English) organization. We request that if a parent wants their child to be taught in either Afrikaans or English and this language is not their home language that you please complete and sign the document below giving Smiley Kids permission as the child's parent or legal guardian to teach your child in either Afrikaans or English which may be your language of choice and that you as the parent or legal guardian understand the consequences (if any) of your decision and will not hold Smiley Kids Responsible.

Yours sincerely
Smiley Regards

Charmaine Joubert
Owner

I _____ (full names) parent / legal guardian,
Identity number _____, hereby give Smiley Kids _____ (school name)
permission to teach my child _____ (child's full names) in
_____ (Afrikaans or English) although the child's home language is _____

I also furthermore understand the consequences (if any) of my decision and will not hold Smiley Kids _____ (school name) or Smiley Kids Early Childhood Development Association responsible.

Parent / Legal guardian signature

Date

Facebook Permission Form

Dear Parents

We would like to keep our face book up to date with pictures about our children and school (events /activities etc.) To be able to do this, we will need permission from you to be able to post photos of your children and the activities they do in school.

For safety purposes, we will never use students' names anywhere in either school's website or social media sites because your child's / children's safety is very important to us.

Please note we will use very strict guidelines in what we post. The face book page is only a tool for a parent to be part of the school and the activities the children part takes in.

Please complete the form and send back to school.

Sincerely yours

Charmaine Joubert
Owner

Face book permission form

Father's / Guardian Details:

Name and Surname: _____
ID Number: _____

Mother's Name and Surname:

Name and Surname: _____
ID Number: _____

Child's Details:

Name and Surname: _____

Date of Birth: _____ Age: _____

Tick in agreement of:

☐ I give Smiley Kids Charlo my permission to post photos on the school's face book page. I understand that for security measures, my child's / children's last names will not be listed. I understand that this is a public forum.

☐ I DO NOT give Smiley Kids Charlo permission to post my child's / children's photos on face book or ANY internet related site for promotion.

Father's Name and Surname: _____

Father's Signature: _____

Date:

Mother's Name and Surname: _____

Mother's Signature: _____

Date:

Guardian Name and Surname: _____

Guardian Signature: _____

Date:

Acknowledgement of documents received

Please sign the following to acknowledge that you, the parent, (the person responsible for the account) have received, read, understood and agree that the following documents are binding on you:

1. Enrolment Form
2. Standard Terms and Conditions, and
3. Welcoming letter with the rules and regulations.
- 4.

I _____, Identity number _____ being the
parent / guardian of _____ hereby acknowledges that I have received,
read and understood the content of the aforesaid documents. I irrevocably bind myself to its
content.

Signature

Date

Please ensure that the Enrolment Form, Standard Terms and Conditions document and a copy of the person responsible for the account's identity document are returned to Smiley Kids Charlo, completed and signed in full before your child or children commence school at Smiley Kids Charlo.

Thank you for your patience in completing all the necessary documents.

Smiley Regards

Charmaine Joubert
Owner