

Parent Essentials



Admission & Registration

- Bright Horizon Nursery welcomes children from **6 months to 4 years of age**.
- Registration begins with a trial session and developmental evaluation to help us understand your child's individual needs and provide the best possible care from the first day.
- Children with diagnosed medical conditions, developmental delays, or additional learning needs must submit all relevant medical and assessment reports before enrolment.
- With parental consent, the nursery may recommend an external developmental assessment to determine whether additional specialist support is required.
- Bright Horizon Nursery does not provide shadow teachers. Where specialist recommendations indicate that one-to-one support is required, this remains the responsibility of the parent.
- Admission is subject to the nursery's ability to safely meet each child's individual needs. If we are unable to provide the required level of support, parents will be informed before enrolment.

Attendance

- Parents may choose **3, 4 or 5 attendance days per week**.
- Nursery hours are **7:00 am – 12:30 pm**, with optional extended care until **2:00 pm., 3:00 pm. or 4:00 pm.**
- Children collected after their registered collection time will incur additional late collection charges.
- Regular attendance is essential to support children's learning, emotional wellbeing and ongoing developmental assessment.

Nursery Transport

Bus transportation is available for selected areas including:

- Al Shamkha

- Al Falah
- Al Riyadh

Settling-In

Every child settles into nursery at a different pace. To support a positive transition, the nursery may recommend a gradual attendance schedule, beginning with shorter sessions and gradually increasing attendance until the child feels emotionally secure and ready for a full day.

Parent Partnership

Parents play an important role in their child's success by maintaining open communication, attending scheduled parent meetings, checking nursery announcements regularly, and informing us of any changes that may affect their child's wellbeing or development.

Health & Medication

- Children showing signs of illness, including fever, vomiting, diarrhoea, contagious rashes, persistent cough, head lice or any infectious condition, must remain at home until fully recovered.
- The nursery reserves the right to request immediate collection of any child who becomes unwell during the nursery day.
- Medical reports, allergy information and immunisation records must always be kept up to date.
- Children requiring daily medication must have a **completed Medication Administration Form**, and medication must be supplied in its original labelled packaging.

Food & Nutrition

Bright Horizon Nursery does not provide meals.

Parents are responsible for providing healthy food that is ready to eat, safely prepared, cut into suitable sizes, peeled where necessary, and packed in clearly labelled lunchboxes and water bottles.

Prohibited Food

- Honey for children **under 12 months**
- Sweets, chocolate and candy
- Nuts

- Energy drinks
- Highly processed food
- Pork products
- Food containing alcohol
- Any food that may cause allergies or present a choking risk

Parents wishing to celebrate birthdays at the nursery must complete a **Birthday Celebration Request Form** in advance.

Safety & Security

- CCTV operates throughout the nursery for safeguarding and management purposes only.
- Only parents or authorised adults 18 years or older may collect children.
- Identification may be requested before releasing a child.
- Nursery staff are not permitted to escort children outside the building or hand children over in the car park.
- Children must always be collected from inside the nursery reception.

Daily Requirements

Parents are kindly asked to:

- Check the required resources list for their child's age group and provide all requested items.
- Ensure children arrive wearing the nursery uniform.
- Send children in clean clothing with brushed teeth and trimmed fingernails.
- Provide spare clothes, nappies, wipes and personal care items when required.
- Jewellery is not permitted.
- Hard toys must not be brought to nursery. Soft comfort toys may be approved by the class teacher during the settling-in period when appropriate.
- Nail clippers or grooming equipment must not be sent to the nursery.

Learning & Development

Bright Horizon Nursery follows the **EYFS Framework**, where children learn through play, exploration and meaningful experiences.

Teachers continuously observe and assess children's development throughout the year, and regular attendance helps ensure accurate developmental monitoring. Activities, observations and developmental progress will be shared regularly with parents, and parent meetings will be scheduled throughout the academic year.



Incidents & Concerns

All incidents are managed professionally, documented and communicated to parents. Where further investigation or CCTV review is required, the process may take up to **three working days**, after which parents will receive feedback together with any corrective actions where applicable.



Respectful Communication

We are committed to maintaining a calm, safe and respectful environment for every child. Parents are expected to communicate respectfully with all members of our team. Concerns or complaints are always welcomed and will be handled professionally through the nursery's official communication channels. Parents wishing to meet with management are kindly requested to book an appointment or contact the Nursery Manager directly at admin@brighthorizon.ae