

Internal Regulation of the Creche do Gato Amarelo

Legal Nature

The Creche do Gato Amarelo is a private entity, which operates under the license number 8/2004, granted by the Institute of Solidarity and Social Security on July 28, 2004, and fits into the operating rules provided by the Portaria nº 262/2011 and nº 411/2012 of the Ministério da Solidariedade e Segurança Social.

I

General Objectives of the Creche do Gato Amarelo

It is now known the importance that early childhood has in the proper development of children.

The Yellow Cat Day Care Center has the general objective of providing children the conditions to develop all aspects of their personality, particularly in the social, intellectual, physical and emotional fields, despite the awareness that there are different rhythms of development in each child, which must be respected.

It's Creche do Gato Amarelo's mission to stimulate the child to:

- acquire his independence
- develop respect for themselves and for others
- socialize in group, recognizing the individuality of each one
- develop the capacity of expression through dialogue and creativity
- develop curiosity and a taste for understanding

It is also the mission of Creche do Gato Amarelo

- facilitate, in everything that is possible, the families' daily life, without ever pretending to substitute itself for the parents
- give the parents the confidence and tranquility so that they can, in a correct way, perform their professional duties
- collaborate with parents, whenever possible, in the launching of new services and options that meet their needs

II

General Conditions for Admission, Criteria, and Capacity of the Creche do Gato Amarelo

The general conditions for the admission of children into the Creche do Gato Amarelo, according to the legislation in force are the ones listed below (Portaria 262/2011 of 31 August)

- Being aged between 4 months and 3 years
- Filling out the Registration Form and Questionnaire about the Student
- Submission of the child's individual file, which includes
 - o Photocopy of the Birth Certificate / Citizen Card
 - o Photocopy of the beneficiary card of the Institution for which you receive medical assistance (public or private)
 - o Individual Health Bulletin with updated vaccination record
 - o Medical statement in case of pathology that requires special care.
 - o Identification and contacts of the treating physician
- Proof of residence (through a photocopy of a gas, electricity or water receipt, etc.)



o Acceptance of these Regulations as an integral part of the Service Contract to be signed by the parents and the Yellow Cat Day Care Center.

A copy of these Internal Rules of Operation and the Service Provision Contract will be given to the Parents at the time of registration.

The general criteria for admission of children to the Creche do Gato Amarelo are:

- 1º: Date of pre-registration/visit
- 2º: To have siblings attending the Creche
- 3º: Have siblings who have attended the Creche
- 4º: Beneficiaries of protocols with the Creche

The capacity of the Creche do Gato Amarelo is 55 (fifty-five) children, distributed as follows:

- 8 (eight) babies, in nursery, with ages ranging from 4 (four) months to the age of acquisition of gait
- 20 (twenty) children between the age of marching acquisition and 24 (twenty-four) months, distributed by 2 (two) activity rooms
- 27 (twenty-seven) children between the ages of 24 (twenty-four) months and 36 (thirty-six) months, distributed between 2 (two) activity rooms.

III

Period for Enrollment Renewal

The express indication of enrollment renewal for the following school year, must take place in January, being the respective payment made together with the monthly fee for the month of March.

IV

Working Period, Hours and Holidays

The Creche do Gato Amarelo will remain open twelve months a year.

The opening hours will begin at 7:30 am and the children's departure time will be at 8:00 pm every day of the week, except Saturdays, Sundays and the days indicated below.

As much as possible, parents should pay attention to the following schedule:

- From 7:30 am to 9:30 am - Reception of the children
- From 9:30 a.m. to 11:30 a.m. - Pedagogical and recreational activities
- From 11:30 am to 12:30 pm - Lunch
- From 12:30 h. to 15:30 h. - Hygiene and siesta
- From 15:30 h. to 16:00 h. - Snack
- From 4:00 p.m. to 6:00 p.m. - Pedagogical and recreational activities
- From 6:00 p.m. to 8:00 p.m. - Departure period

In the period between 6:00 PM and 8:00 PM, although the children will be leaving, they will continue with recreational activities until the actual time of departure.

The Creche do Gato Amarelo will be closed on the following days:

- National and municipal holidays of the Municipality of Lisbon
- Carnival Tuesday
- December 24th
- December 31st

V

Occasional or Prolonged Absences and Holidays

In case of absence of the child, whether punctual or prolonged (for example, due to vacations, illness or other), parents should inform the Creche do Gato Amarelo until 9:30 am of the respective day.

In case of prolonged absence, parents should, as soon as possible, inform the probable date of the child's return.

If the absence is due to illness, parents must, at the time of return, deliver a medical certificate of the child's ability to return to attend the daycare.

In order to better plan the vacation periods of the staff, parents should inform, as soon as possible, the period or periods in which they intend to take vacation and that the children will not attend the daycare.

VI

Sudden Illness

In case of sudden illness, the Creche do Gato Amarelo has an isolation space for the sick child. In an eventuality like this, the parents will be informed immediately.

In case the child reaches a temperature above 38.0 ° C (thirty-eight degrees centigrade), it will be mandatory that the parents, in the shortest possible time after the notification, proceed to collect the child.

VII

Persons Who May Collect the Child

It will be mandatory, upon registration, to provide a list of people who can pick up the child, and under no circumstances will the child be handed over to anyone other than those indicated on the aforementioned list.

In the case of an occasional pick up by another person that is not on the list of people authorized to pick up the child, there must be, on behalf of the parents, a previous contact with the Creche do Gato Amarelo informing the name of the person and the number of an identification document, being these information confirmed later by the Daycare with the parents.

VIII

Meetings with Parents

The Creche do Gato Amarelo will post one or more days for meetings of the Parents with the Technical Management, existing a list of appointments.

The contacts of the parents with the Creche do Gato Amarelo should be made at two different levels, as indicated below:

- With the Technical Direction, whenever the issue is related to pedagogical and evolutionary questions of the child (for example, behavior, psycho-motor development, among others)
- With the Management, whenever the issue is related to the overall service provided, whether complaints or suggestions

These contacts are also possible by alternative ways, namely through the client area of the Creche do Gato Amarelo's website, with the Internet address www.gato-amarelo.pt, using the e-mail addresses available there.

IX Delivery and Pick Up of the Children

In order to facilitate the operations of delivery and collection of children, there will always be an employee of the Creche do Gato Amarelo in the reception area, where children should be delivered and collected by the parents.

This same employee

- Receives the children and directs them to their respective rooms
- When the parents arrive to pick them up at the end of the day, picks them up from their rooms and delivers them to the parents

No deliveries or pick-ups are allowed outside the door of the Creche do Gato Amarelo.

X Food

The menus prepared at the Creche do Gato Amarelo are prepared by accredited child nutritionist.

Thus, in this field, so important and sensitive, should be observed, necessarily, the following requirements:

- At the time of registration, parents must indicate whether the child has allergic reactions to any or some types of food
- The Creche do Gato Amarelo will take note of that indication
- Whenever, along the time, the parents get to know of alterations to the child's allergic behavior, they are obliged to inform the Creche immediately
- In order to better control the quality of food, its adequacy to the children and the schedules, are not allowed food brought from outside the Creche.
- The menus are posted weekly, being that the existence of special diets will take place whenever there is a medical prescription for such

XI Insurance

All children who attend the Creche do Gato Amarelo are covered by a personal accident insurance.

These insurances are activated at the moment of registration.

Express authorization must also be given so that, in case of emergency, the child can be transported by Creche do Gato Amarelo employees to the Hospital.

Parents will be promptly informed of any of these eventualities.

XII Medicines

In case the child is able to attend the Creche but is still being medicated, the Parents must deliver the respective medication to the Creche, and the following data must appear on the package:

- Name of the child and room
- Frequency of medicine administration
- In the case of drops, indicate the route of administration (nasal, ophthalmic, auricular or oral)

No medicine will be administered to children without the express indication of the parents in a form that the Creche provides for this purpose or, in case of urgency, medical prescription.

XIII Clothing

There must be permanently in the Creche, for each child, two complete changes of clothes, shoes for exclusive use in the Creche and a pacifier equal to the one the children usually use, to be supplied by the parents.

XIV Children's Personal Objects

For security reasons it is not allowed, in the Creche, the use of personal objects such as wires, earrings, rings, bracelets or others.

Whenever possible, the use of toys belonging to the child in the Creche facilities should be avoided. If the parents choose this kind of practice, the Creche do Gato Amarelo does not take any responsibility for any damage or loss of them.

Whenever the child, inadvertently, takes home any piece of a game, toy, puzzle or other, it should be returned the next day, in order to avoid that a game becomes incomplete and, consequently, unusable.

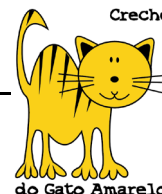
XV Payment of Tuition, Withdrawals and Updating

Tuition will be paid twelve times a year, with the month of August paid in two equal parts, one with the December tuition and the other with the June tuition of the same school year.

The monthly fees must be paid between the first and seventh of each month. The monthly fees paid after this date will be aggravated in 15%.

Siblings who attend Creche do Gato Amarelo at the same time will receive a 5% discount for each student.

For Employees of Entities with which there is a protocol, the amount paid when formalizing the registration will be discounted from the first monthly fee. The benefits granted by protocols depend on the applicable protocol.



If the parents intend to give up the attendance of the daycare by the child, they must notify the Creche do Gato Amarelo with, at least, thirty days in advance. If this does not happen, one more monthly fee is considered due.

Are grounds for termination of contract by the Creche do Gato Amarelo:

- Whenever the delay in payment of a monthly fee exceeds 30 days.
- When it is considered that the demands of the parents conflict with the normal operation of the Creche do Gato Amarelo.

The monthly fees will be updated annually in September, and the amount of the update will be communicated to parents during the month of July.

During the month of March, the registration/renewal of enrollment for the following school year must be paid.

The registration fee is paid when the registration is formalized.

Under no circumstances is the registration fee refundable.

XVI

Services Included in the Tuition Fee

The regime that is intended to establish the services provided by the Creche do Gato Amarelo is the all inclusive type. This is due to the philosophy of trying to make the life of the parents as easy as possible.

Thus, the following services are included in the monthly fee:

- Period of permanence from seven thirty hours to twenty hours
- Personal accident insurance for the children
- Food, including special diets, porridge and milks
- Bottles and teats
- Diapers
- Cleaning wipes
- Barrier cream
- Liquid soaps
- Saline solution
- Bibs
- Educational material
- Playful-educational material
- Expression through Movement
- Initiation to Informatics
- Opening from 8pm to 2am on Valentine's Day
- Opening from 11am to 6pm on a Saturday in December before Christmas

XVII

Other Services Not Included in the Monthly Fee

- Music
- Yoga
- Tours

The following additional services, not included in the monthly fees, may also be requested

- Preparation of dinner for the child in take away regime
- Use of the Creche's facilities, on weekends, for birthday parties
- Organization and logistics of the birthday parties
- Others, upon request of the parents, analyzed case by case and since the Creche do Gato Amarelo has capacity to perform them



For the confection of the dinner, and in order to be possible to provide the fresh food for that effect, it is necessary that the Creche do Gato Amarelo is informed of such, until 1:00 PM of the day in which this service is intended.

The reservation of the Creche's facilities and the organization and logistics of birthday parties, should have an advance of thirty days. The budget proposal should be requested forty-five days in advance.