



Be Priceless Drop-off and Pick-up Protocol

This protocol outlines the procedures for drop-off and pick-up of children at Be Priceless, ensuring their safety and a smooth operational flow. All staff are required to adhere to this protocol. Parents will be informed of this protocol during the information session.

Drop-off:

- Arrival Time: Children and caregivers are welcome to arrive 10-15 minutes before the course start time. Please avoid arriving significantly early.
- Children should not be left unattended outside the centre area.
- Procedures:
 1. Children and caregivers should line up at reception to check in
 2. Staff members will accompany the children to their classrooms.
 3. Staff members will remind caregivers of the designated pick up time.
 4. Children will settle into the classroom with their lead teachers.

Late arrival Arrangement:

- Notification: If a child arrives late, caregivers must inform Be Priceless by sending a message through WhatsApp at least 15 mins before lesson starts.
- Procedure: Upon arrival, caregivers should press the doorbell once and wait patiently. Staff members will provide assistance accordingly.

Pick-up:

- Authorization: Parents or guardians must submit a pick-up form to Be Priceless, indicating the authorized person(s) and their contact numbers. For safety reasons, only approved individuals will be permitted to pick up their children.
- Waiting Area: Approved guardians may enter the center 10-15 minutes before the course ends and wait quietly.
- Photography/Videography: No photos or videos are permitted during the waiting period.
- Unaccompanied Departure: Children will not be allowed to leave the center unaccompanied unless written consent from parents or guardians is provided.
- Procedures:
 1. Children will line up inside the classroom
 2. Lead teacher will remain in the classroom with the children, while an operator ensures safety outside the classroom.
 3. Lead teacher will call out children's names, and approved guardians should raise their hands and approach to the front of the line.
 4. Lead teacher or operator will confirm the relationship between the guardian and the child.
 5. If a child is not picked up by the approved guardian on time, they will remain in the classroom with the lead teacher. If they have waited for more than 10 minutes, the lead teacher or operator will contact the caregivers by phone immediately.
 6. Be Priceless staff will accompany the child until they are picked up.

Early Pick-Up:

- Parents or guardians who need to pick up a child early must inform Be Priceless staff in writing through WhatsApp messages and confirm the leaving time before the course starts.
- If children leave the class early for more than 30 minutes, their attendance will not be counted for that session.

Our goal is to ensure the safety and well-being of all children. Thank you for your cooperation.



Be Priceless接送指引

本指引概述了 Be Priceless 接送兒童的程序，以確保他們的安全和順暢的營運流程。所有員工都必須遵守此協議。照顧者將在課程簡介會期間得悉本指引。

送交孩子上課：

- 到達時間：歡迎兒童和照顧者在課程開始時間前 10-15 分鐘到達。請避免過早抵達。
- 孩子不應在中心範圍外無人看管。
- 程序：
 1. 兒童及照顧者應在接待處排隊辦理簽到手續
 2. 員工將陪同孩子們前往課室
 3. 員工會提醒照顧者指定的接送時間
 4. 孩子們將和他們的課程導師一起進入教室

遲到安排：

- 通知：如孩子遲到，照顧者必須在課程開始前至少 15 分鐘透過WhatsApp訊息通知Be Priceless。
- 程序：照顧者到達後請按門鈴一次並耐心等待，員工將提供協助。

接孩子放學：

- 授權：家長或監護人必須向 Be Priceless 提交一份登記表格，註明授權接送人及其聯絡電話。基於安全原因，只有獲得批准的人士才能接孩子。
- 等候區：已登記的照顧者可在課程結束前10-15分鐘進入中心安靜等待。
- 攝影：等待期間不允許拍照或錄影
- 自行放學：除非獲得父母或監護人的書面同意，否則兒童不得在無人陪伴的情況下離開中心。
- 程序：
 1. 孩子將在教室內排隊
 2. 課程導師將與孩子一起留在教室，員工將協助確保教室外的安全
 3. 課程導師會逐一叫出孩子的名字，照顧者應舉手並走到隊伍的前面準備接送
 4. 課程導師或員工將確認照顧者和孩子之間的關係
 5. 如照顧者未有準時接走孩子，孩子將留在課室內。若等待時間超過10分鐘，課程導師或員工會立即以電話聯絡照顧者。
 6. Be Priceless員工將陪伴孩子直至照顧者接走。

早退：

- 照顧者必須在課程開始前，以WhatsApp訊息告知Be Priceless孩子需要提早離開的時間。
- 如孩子需提早超過30分鐘離開，其出席率將不獲計算至該節課堂內

我們的目標是確保所有兒童的安全和身心健康。感謝你的合作。