



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.