

## CODE OF CONDUCT FOR PARENTS/GUARDIANS

### School Timings

1. The school timings shall be available on the school website.  
School timings may be altered over time to better address our students' needs.
2. Parents play a crucial role in the school, and their cooperation is essential for implementing guidelines that benefit their child and ensuring that the school runs smoothly.
3. Parents should recognize that consistent effort and practice are necessary for achieving success. They should help their children with their lessons and encourage active participation in all school activities.
4. Parents should regularly review the ERP and the School Almanac and keep track of their child's progress through the Report Card.
5. Parents are not allowed to visit their child's classroom or meet them during school hours.
6. For any information or documents needed from the school, parents should send a written request or email to the Front Desk, clearly stating the purpose.
7. Kindly note that it is the responsibility of Parents / Guardians to arrange transportation for their child when participating in events or competitions outside Surat city.

### Rules and Regulations of the School

1. Students must bring their School Almanac to school every day. The almanac should be filled out with complete information and a photograph of the child, and it must be signed by the parents or guardians.
2. Students should not bring personal or valuable items to school. While the school takes care of students' belongings, it will not be responsible for any theft or loss.
3. If a student damages school property, the parents will be required to cover the costs for repair or replacement.

4. The school management has the authority to suspend or expel students for indiscipline, unethical behavior, or violations of school rules and regulations.
5. Students must show respect to teachers, elders, and peers, and avoid dominating or belittling behavior.
6. Students need to have all notes and circulars signed by their parents or guardians and return them to the class teacher by the deadline.
7. Students should walk in a queue and remain silent while moving through the corridors. They must also keep to the left when walking in the corridors or on the stairs.
8. Once a child arrives at school, they shall not be sent home for half-day leave or any other reason. In emergencies, parents or guardians must pick up their child in person.
9. Students must not engage in any of the following behaviors:
  - Damage or deface school property.
  - Exhibit rude or violent behavior.
  - Engage in racism, casteism, communalism, untouchability, misogyny or misandry or exclude others based on personal differences.

### Communication Policy

The administrative office is open Monday through Saturday, excluding public holidays and certain non-working days set by the school.

Regular admin hours are from 08:30 AM to 03:30 PM, Monday to Saturday.

You can reach the administrative team by calling the School Front Desk between 07:45 am and 03:30 PM, Monday to Saturday.

1. To reach out to the school, you may use the school ERP system.
2. Parents are asked not to call the school to check their child's daily progress, inquire about activity or sports schedules.
3. You can discuss matters with class or subject teachers during regular Parent-Teacher meetings. Teachers have a strict work schedule and cannot address parent queries over the phone.

4. Please review all circulars, messages, mail, and ERP notifications from the school carefully. Check your child's almanac daily to stay informed about school activities.
5. Teachers and school staff are not required to share their personal phone numbers with parents. Please use school contact numbers for communication.
6. We request that parents be polite and courteous to all staff members. For school administration-related queries or feedback, contact the front desk at the school number, email [info@zeeschoolsurat.com](mailto:info@zeeschoolsurat.com), or use the School ERP.
7. Check your email and ERP notifications regularly. For urgent updates like unplanned changes in bus or school timings, SMS and/or ERP will be used.
8. To acknowledge students' achievements, please inform the school via email at [info@zeeschoolsurat.com](mailto:info@zeeschoolsurat.com) if your child has received awards or recognition in activities not coordinated by the school.

Note: The school front desk number is +91 81558 00000.

- For any queries about appointments, concerns, feedback, or general inquiries, please call the number provided above, and our Front Office Executive (FOE) will assist you.
- For admission-related questions, please call and request to speak with the school counsellor.
- For non-academic issues such as transport or accounts, please contact our FOE for assistance.

### Fee Policy

1. Fees are to be paid quarterly. Accepted payment methods include cheque\*, Payment Gateway\*\*, and NACH (National Automated Clearing House - auto debit). All payments should be made in favor of "Mount Litera Zee School Surat"

2. For monthly fee payments, using NACH is mandatory. The dates for NACH are 4th of every month.

\*Please avoid sending cheques through students or staff members. All cheques for the academic session must be deposited to school in the form of PDCs on the dates mentioned below.

\*\*If choosing to pay via online or net banking, please only pay through payment gateway available on school ERP.

3. Parents are requested to ensure that fees are paid by the specified due dates.

Quarters	Payable by	Penalty Period levied from
1 <sup>st</sup> Quarter	4th April	10th April
2 <sup>nd</sup> Quarter	4th July	10th July
3 <sup>rd</sup> Quarter	4th October	10th October
4 <sup>th</sup> Quarter	4th January	10th January

Note: After paying school fees, you can generate a receipt directly from the ERP within 2 working days.

4. The due date for school fees is the 4th of the month. If it falls on a holiday, please make the payment by the 3rd of that month or earlier.
5. Late payments will incur a fee of INR 10 per day for fees.
6. For dishonored cheques, a penalty of INR 500 will be applied in addition to any late fees.
7. Final assessment results for students with outstanding fees will be withheld. The school reserves the right to withhold report cards and other certificates until fees are paid.
8. No fee reductions or reimbursements will be provided for absences from school, whether due to medical, social, or religious reasons, regardless of the duration.
9. Parents should confirm the paid amount via the school ERP system.
10. Students seeking readmission after leaving the school will be treated as new applicants. They must complete the admission process and pay the full admission charges applicable at that time, depending on seat availability.

**List of expenses NOT covered by school fees and to be borne by parents/guardians include:**

- 1) Costs for school bags, books, stationery, uniforms, and shoes.
- 2) Fees for activities, training, or excursions conducted outside of regular school hours.
- 3) Expenses for out-of-town educational tours and events.
- 4) Entrance fees for inter-school competitions, events, or certified external exams, whether held inside or outside the school.
- 5) Rental fees for costumes or accessories needed for participating in competitions and events both within and outside the school.
- 6) Fees for any specialized courses offered after school hours or on Saturdays that are not mandatory.

**Transportation Policy**

1. The bus routes have been carefully planned to reduce travel time for students. While the school does not cover every area of the city, convenient stops are provided at major locations to connect different parts of the city. The service does not include door-to-door delivery to optimize route efficiency.
2. Each bus is equipped with a driver and a conductor for safety. Additionally, every kindergarten bus has a female attendant to assist and supervise young children. Parents should encourage their children to respect and follow the instructions of the bus staff.
3. Pick-up and drop-off times will be provided before the new academic session begins. Students should be at their designated stop five minutes before the scheduled time. The bus cannot wait beyond the allotted time at any stop.
4. Parents or guardians must carry their school-issued Parents' ID card and arrive at the bus stop a few minutes early each day. If a parent is not present on time, the child will be returned to the school on the bus's return trip. The bus cannot wait for more than 2 minutes as this would delay the schedule for other students.
5. Students from Kindergarten to Class V cannot be dropped off unaccompanied. A responsible adult with a school-issued Parents' ID must be present to pick them up. For

students in Class VI and above, if a No Escort Form has been signed and submitted, they may be dropped off without an adult present.

6. In case of unexpected delays or traffic issues, bus schedules may be disrupted. We request parents to cooperate in such situations. If delays exceed 15 minutes due to heavy rain or other issues, parents will be notified via SMS and/or ERP about changes in bus timings. In flooded areas, temporary pick-up and drop-off stops may be necessary.
7. Each student is assigned a specific bus. Changing buses or altering pick-up/drop-off locations is not allowed to ensure safety and avoid inconvenience.
8. Buses will stop only at designated stops. If a student misses their bus, they can only board it at the next stop. The driver will not make unscheduled stops.
9. Primary and secondary students who miss their regular bus cannot use the bus designated for kindergarten children.
10. Parents are not allowed to board the school bus, as it would delay the route for other students.
11. Parents must notify the school in writing, via email or letter, about any address changes during the academic year. Note that the school cannot alter existing routes or create new stops based on address changes.
12. GPS tracking is available for parents to monitor bus locations. However, in case of contingencies, wherein the bus may have to take extra routes, the GPS may not be available.
13. Bus routes and timings may change annually to meet new needs.
14. Students may eat vegetarian snacks on the bus, but junk food is prohibited. Chewing gum, littering, and creating unhygienic conditions are not allowed.
15. Students must maintain discipline on the bus. Opening windows, using offensive language, discussing inappropriate topics, or damaging the bus will result in disciplinary action.

16. Parents should not give articles, fees, money, or lunch boxes to bus drivers, conductors, teachers, or attendants, as the school is not responsible for any loss.
17. Any issues related to bus service should be discussed with the transport in-charge or school authorities, not with the bus staff.
18. In case of any staybacks at the school, a common stop shall be allotted to the students staying back and the parents shall have to pick their wards from the common allotted stop. In case of failure to pick their ward from the common allotted stop, the students shall return back to the school.
19. The school shall not be responsible to provide transport to the students in case of external activities and/or competitions and the parents shall have to arrange transport in those cases.
20. In case of issues or mishaps, parents are advised not to engage in altercations with the driver or conductors. Instead, contact the Transport in-charge for resolution.
21. Requests for changes due to transfers or address changes should be submitted to the Transport Department at least 15 days before the beginning of the subsequent month. Acceptance depends on route and seat availability. Any approved changes in transport will be effective from the subsequent month of the request.
22. Written application for availing or discontinuing the Transport Facility should be submitted directly to the Front Desk at school.
23. Full month fees will be charged for availing or discontinuing the transport in the middle of the month.
24. Unruly behavior such as tearing seat covers, breaking window panes or any related offences concerning damage in the school transport properties shall incur heavy penalties including but not limited to fine and may lead to the withdrawal of transport facility privileges.
25. Parents are requested to not contact the bus drivers directly on their mobile phones as that may cause disturbance while driving and a cause for unforeseen accidents. In any event, the parents may contact the Transport in-charge for assistance.

**Note:**

- Before completing the final admission process, please review our list of bus stops and choose the one that is most convenient for you. We do not offer door-to-door transport, so you will need to arrange your own travel to and from the bus stop.
- If you lose your parent ID card, it is your responsibility to notify the school immediately. A fee will be charged for issuing a duplicate card. Until the new card is ready, the safety and responsibility for collecting your child from the designated bus stop rests solely with the parents. The school will not be liable for any incidents that may occur.

### **Field Trip Policy**

1. The school will organize field trips within Surat city to provide students with practical exposure related to their fields of study.
2. The school has established guidelines and rules that students, teachers, and faculty members must follow during these trips.
3. The school, its parent body, and its employees or officials will not be responsible for any loss or damage resulting from the child's actions or inactions during these activities. The school will also not be liable for any claims arising from such actions or inactions.
4. Parents agree to indemnify the school from any claims or lawsuits brought by themselves, their child, or others related to the child's behavior at the event or activity.
5. EMERGENCY MEDICAL TREATMENT: In case of an emergency, the school will call the parents to pick up the child. In dire cases, we may transport the child to a nearby hospital for medical care. The advice given by the doctor will be communicated to the parents before proceeding with any further treatment. If parents cannot be reached at the registered numbers, treatment will begin, and parents will be informed afterward.



## Food Policy

1. A nutritious diet is crucial for growing children, and the school is committed to providing healthy meals. The daily lunch menus are created with input from the school's dietician and are prepared under strict supervision to ensure high quality.
2. The school offers only wholesome vegetarian meals.
3. The monthly meal menu for lunch will be shared with parents at the start of each month.
4. Although Jain food is available at school, the school does not take responsibility in case any student consumes regular or non-jain food items.
5. Students are supervised during mealtimes by teachers and helpers to ensure they eat their food and are encouraged to maintain a healthy diet. The school is unable to provide daily reports on food intake to parents, so parents are requested not to make such inquiries.
6. Full month fees will be charged for availing or discontinuing the food facility in the middle of the month.
7. The school cannot accommodate individual food preferences. We ask for parents' support in encouraging their children to enjoy the healthy and nutritious meals provided.

## Code of Conduct for the School Library

1. Silence must be observed in the library at all times.
2. Students borrowing books for personal reading must register the book's title with the librarian.
3. Library books are for personal use only and should not be shared with others.
4. Only one book can be borrowed at a time.
5. Books must be returned within 7 days. A fine will be imposed for late returns.
6. The library's collection of books, magazines, and periodicals should be returned in the same condition as they were borrowed. Any damage will incur a fine equivalent to or greater than the cost of the publication.

## Attendance Policy

1. Students must have at least 75% attendance to be promoted to the next class.
2. Students who plan to be absent must apply for leave through the ERP in advance. They shall be permitted to be absent only in case the leave is approved.
3. If a student is absent for three or more days due to illness, they must return with a doctor's certificate. For extended absences due to medical reasons, parents must keep the school updated through ERP on the child's health progress and provide a detailed medical report upon the child's return to school.
4. Students returning to school after an infectious or contagious illness must present a fitness certificate from their treating doctor.
5. The school does not grant half-day leave requests, except in cases of illness or emergencies, where the Principal may permit early departure before school ends.
6. For leave exceeding seven days, parents must schedule an appointment with the Principal to obtain approval.
7. For frequent and extended unapproved absences, the school reserves the right to retain the student in the same class for the next academic session as per government norms.
8. These rules are designed to support students in excelling at academics. Since the school's learning system is session-based, missing even a single day can affect a student's understanding and performance.
9. For short absences, facilitators may provide additional practice worksheets to cover missed topics, even though they cannot fully replicate the classroom experience.
10. The annual school calendar is provided at the start of each academic year to help parents plan family outings and vacations without impacting their child's school attendance.
11. Students are required to attend school on the first and last working day before and after each vacation.
12. Students with ninety-eight percent or higher attendance for the academic year will be recognized for their dedication and commitment to learning.
13. In case of working days between multiple holidays, the school reserves the right to call the students on 2nd or 4th Saturday in lieu of and in compensation to declaring a holiday on the sandwiched working day.

14. The school reserves the right to call the students on 2nd or 4th Saturday to compensate for any holidays given for emergency situations.
15. The school academic calendar is liable to change on instances of certain unavoidable and/or unforeseen circumstances.

**Note:**

- Students should avoid taking unplanned or unnecessary leave, as surprise assessments are a key component of the Zee Learn Assessment Pattern.
- If a student takes leave without prior approval, they will not be eligible for re-assessment of Formative Assessments (F.A.) and Summative Assessments (S.A.) unless they are medically unable to attend school.

### **Birthday Celebration Policy**

1. At Zee School Surat, we strive to make students' birthdays special and understand that children may be excited to celebrate their birthdays at school. However, parents should ensure that these celebrations are kept simple and not extravagant.
2. On their birthday, students are allowed to come to school in casual dress and bring chocolates to share with their classmates. Parents are asked not to send gifts, mementos, or expensive confectioneries for students, teachers, or staff on any occasion.
3. As a way to commemorate their child's special day, parents may choose to donate a book to the school library. This is a voluntary gesture and not a requirement.
4. Parents are not permitted to invite teachers or staff members to private celebrations outside of school, unless they have a personal relationship with them.
5. The school will not assist parents in organizing private celebrations outside of school.
6. Parents should not ask class teachers or any school staff to distribute personal invitation cards within the school or on the bus.