



Maya Home Montessori Parent Handbook

Welcome to Maya Montessori! This handbook outlines important policies, procedures, and expectations for families enrolled in our program. Please read it thoroughly and keep a copy for your records. If you have any questions, feel free to reach out at any time.

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1. Enrollment and Required Documentation

All required forms must be completed and returned before care begins. Forms include:

Receipt of Parent Handbook	Receipt of Health Exclusion Policy
Enrollment Contract	Receipt of Billing Policy
About Your Child Form	POC Plus Contract (if applicable)
Information Card	Recent Health Appraisal/Physical
Permission Form	

2. Ages Served

Maya Montessori serves children from 6 weeks to 12 years of age.

3. Communication Methods

We use WhatsApp and a Parent Communication Area to share important updates. If not using WhatsApp, please check the communication board during drop-off and pick-up.

4. Hours of Operation

Monday–Friday, 7:00 AM – 6:00 PM. Care hours specific to your family are detailed in your contract.

5. Services Offered

Full-Time: Care provided 5 days per week, up to 10 hours per day (maximum of 55 hours/week).

School-Time: Care provided Monday–Friday from 8:00 AM to 3:00 PM, up to 7 hours per day and 35 hours/week.

Part-Time: Care provided 3 days or fewer per week, between 8:00 AM and 3:00 PM, with a maximum of 7 hours/day and 21 hours/week.

**If your child exceeds this schedule, the Full-Time weekly rate will apply.*

Aftercare: Care for school-aged children (Kindergarten–12 years) up to 5 days/week, with a maximum of 3 hours/day and 15 hours/week.

**If your child attends full-time during school breaks, the Full-Time rate will apply.*

**If attending for a single school closure day, a \$120/day rate applies.*

6. Attendance and Drop-Off Policy

The standard drop-off window is between 7:00 AM and 9:00 AM. Late arrivals are not permitted unless first pre-approved by Mrs. Pantea. Absences and early pickups do not adjust or reduce the weekly tuition fee, and scheduled missed days cannot be exchanged for other days.

Care provided outside of your contracted schedule, such as early drop-offs or late pickups, will be billed at \$30 per hour, rounded up to the next full hour. If you need to request an additional day of care outside your contracted days, and the request is approved, the additional day will be billed at \$120 per day.

Parents must notify Maya Montessori in writing with at least two weeks' notice of any changes to working hours, employment, residence, or contact information to ensure records remain current.

7. Sign-In and Sign-Out Procedures

Parents must sign their child in and out daily using the designated attendance sheet located in the Parent Communication Area.

8. Absences and No Shows

If your child will be absent, please call or text (945) 217-3865 by 9:30 AM. Timely notice helps Mrs. Pantea plan meals and daily activities for the group. If no notice is received by 9:30 AM, you will receive a follow-up message to confirm attendance for the day.

After two consecutive days without any communication or response, it will be assumed that your child is no longer attending, and their spot at Maya Montessori may be terminated. Please note that absences do not reduce or adjust your weekly tuition.

9. Child Release Policy

Children will only be released to individuals listed on the authorized pick-up list provided at enrollment. All authorized individuals must present a valid photo ID upon pick-up.

If someone new will be picking up your child, please notify Mrs. Pantea in advance. Children will not be released to anyone under the influence of drugs or alcohol. If necessary, an emergency contact will be called, and the police may be notified. Custody agreements must be supported with legal documentation and kept on file.

10. Authorized Pick-Up Procedures

Only individuals listed on your child's authorized pick-up list may pick up your child. If someone other than the usual pick-up person will be coming, please notify Mrs. Pantea in advance. All authorized individuals must present a valid photo ID at pick-up. Court custody documentation must also be on file if applicable.

11. Holidays and Planned Closures

Maya Montessori is closed on the following paid holidays:

New Year's Day
Memorial Day
July 4th
Labor Day
Thanksgiving Day & Day After
Christmas Eve & Christmas Day
New Year's Eve

*Please plan ahead for back-up care on these dates, as tuition is not prorated during closures.

12. Temporary Absence or Emergency Coverage

In the rare event of an emergency or personal matter requiring Mrs. Pantea to step away from the classroom, a **qualified substitute** will take over care. Every effort will be made to inform families in advance and to communicate who will be supervising in her place.

13. Security and Access

The safety of all children and staff is a top priority at Maya Home Daycare.

- Entry to the daycare is controlled by a secure code-entry system. Only authorized individuals will be given access.
- Security cameras are installed to monitor common areas during daycare hours.
- Parents who wish to have live-stream camera access may subscribe for an additional fee of \$40 per month (approximately \$9.25 per week). Camera access is optional and not required for enrollment.
- Camera footage is for safety purposes only and is intended for private viewing by authorized families. Recording, sharing, or distributing footage without written permission is strictly prohibited.
- Recordings, if any, are stored securely and accessed only for safety or regulatory reasons.

We are committed to maintaining a secure, supportive, and welcoming environment for all families.

14. Tuition and Billing

Tuition is prepaid and due on your child's first day of attendance.

- Monthly payers: Tuition is due by the 28th of the month for the upcoming month.

- Weekly payers (if approved by Maya Montessori): Tuition is due each Friday for the upcoming week.

Accepted payment methods include Cash, Debit, Zelle, or Check.

Tuition covers care during your contracted schedule only.

Any care exceeding contracted hours will be billed separately, as outlined under the Attendance Policy, at \$30 per hour, rounded up to the next full hour.

If tuition isn't received by the due date:

- A late fee will apply.
- If it's still unpaid by the following Tuesday, care will be put on hold until the balance is cleared.
- Repeated late payments could unfortunately lead to losing your child's spot at Maya Montessori, so please make sure to keep your account current.

POC families (those using Purchase of Care) — your co-payments need to follow the schedule assigned to you. If there's a balance left unpaid, a 5-day termination notice will be given.

15. Late Fees and Holding Fees

Late pick-up fees are \$30 for the first ten minutes after 6:00 PM, and \$1 per additional minute after 6:10 PM.

A non-refundable Enrollment Fee of \$50 is required before your child's admission to Maya Montessori.

To hold a child's spot who will not start immediately, a non-refundable Holding Fee of \$250 must be paid after submitting an application and enrollment fee. This holding fee secures your child's spot for up to two (2) months. After two months, payment of your child's full tuition rate will be required to continue holding the spot.

**Please note that the holding fee does not apply toward future tuition.*

16. Late Pickup and Abandonment Policy

If a child is not picked up within 30 minutes of closing time (6:30 PM) and no contact can be made with the parent/guardian or authorized pick-up person, Maya Montessori is legally required to contact local Child Protective Services (CPS) and/or local authorities.

17. Tuition Late Payment and Collection Policy

All tuition payments must be made according to the schedule outlined in the Enrollment Agreement.

If tuition is not paid by the due date, a late fee will apply as outlined in this handbook.

Late fees will continue to accrue from the date due until the balance is paid in full.

If tuition or other charges remain unpaid and legal action or collection efforts are necessary, the parent/guardian agrees to be responsible for all costs of collection, including, but not limited to, reasonable attorney's fees and court costs.

18. Daily Schedule and Mealtimes

TIME	ACTIVITY
8:00A - 8:30A	Greeting/ Diaper change, Toileting/Handwashing
8:30A - 9:00A	Circle Time
9:00A - 9:30A	AM Snack
9:30A - 10:30A	Montessori Work Cycle
10:30A - 10:45A	Diaper change, Toileting
10:45A - 11:30A	Outside Time
11:30A - 12:00P	Lunch
12:00P - 2:00P	Nap
2:00P - 2:30P	Diaper Change, Toileting / PM Snack
2:30P - 3:30P	Montessori Work Cycle
3:30P - 4:15P	Outside Time
4:15P - 4:30P	Diaper Change / Toileting
4:30P - 5:00P	Tracing/ Coloring/ Art & Craft
5:00P - 6:00P	Free Play Time

Meal schedule:

Meals are offered at the following approximate times:

- Breakfast: 7:30 AM
- Morning Snack: 9:00 AM
- Lunch: 11:30 AM
- Afternoon Snack: 2:15 PM

Example meals include:

- **Breakfast:** ½ cup whole milk, ½ cup applesauce, ¼ cup Cheerios
- **Lunch:** ½ cup whole milk, ¼ cup green beans, 1 oz chicken breast, ¼ cup macaroni pasta, and ¼ cup apple juice

- **Snack:** ½ cup dry snacks and ½ cup fruit

All meals are nutritious and served according to federal nutrition guidelines. Children are never required to finish everything on their plate but are encouraged to try a small taste of each item.

If your child has allergies or requires a special diet, please inform Mrs. Pantea. You may be asked to provide alternative meals or snacks as needed.

Important: Due to a severe peanut allergy, **peanut products are strictly prohibited** at Maya Montessori. Please do not send your child with peanut-containing foods, nor feed them peanut products before arrival.

There is **zero tolerance** for this policy; repeated violations may result in termination of care to ensure the safety of all children.

19. Meals and Food Policy

Maya Home Daycare partners with a professional catering service to provide nutritious meals and snacks daily.

Meals and snacks are available for an additional fee of \$80 per month (approximately \$18.50 per week).

The facility is a nut-free environment to ensure the safety of all children.

Menus will be shared with parents weekly and will offer a variety of balanced options appropriate for young children.

We are able to accommodate common dietary restrictions (e.g., vegetarian, dairy-free) with advance notice.

Parents must notify the daycare of any food allergies or dietary needs at the time of enrollment.

Parents may provide food from home, but all outside food must also be nut-free.

20. Infant Formula and Special Diets

Parents must provide all infant formulas, breast milk, and special diet items. Breast milk must be labeled with the child's full name, sealed in tightly closed bottles, and sent daily. Please send more than enough breast milk to cover the day's needs.

All breast milk or formula bottles will be returned home each evening.

If your child is breastfed, please ensure they are already able to take a bottle prior to their first day of attendance, as we are not able to transition a child to bottle feeding at daycare.

21. Transitioning from Bottle to Cup

In alignment with pediatric recommendations, Maya Montessori encourages transitioning children from the bottle to a cup around 15 months of age. Once a child can successfully drink from a cup, continued bottle use is no longer necessary and may impact the development of healthy teeth and gums.

We encourage families to work on this transition at home at the same time we introduce it in care. While there may be a brief adjustment period (often just a few days), consistency between home and daycare typically leads to a smooth and successful transition.

22. Safety and Emergency Procedures

At Maya Montessori, your child's safety is our top priority. We are committed to maintaining a warm, nurturing, and secure environment that allows children to explore and learn with confidence.

Indoor safety measures include:

- Adequate ventilation throughout the home
- No firearms or weapons of any kind on the premises
- Baby gates used on stairways when infants under 18 months are present
- Properly maintained fire extinguishers and smoke detectors
- Age-appropriate toys and materials that are routinely sanitized
- Electrical outlets covered for child protection
- Sharp or hazardous items (including pens, scissors, and knives) stored out of reach
- Cleaning supplies, chemicals, and medications kept in locked cabinets
- Water temperature regulated to a maximum of 120°F
- A fully stocked first aid kit, checked regularly for expiration dates
- Family pets that are child-friendly, vaccinated, and in good health
- Mrs. Pantea is certified in CPR, Pediatric First Aid, and Medication Administration

Outdoor safety measures include:

- A fully fenced backyard with a locked gate
- Grassy, safe play areas free of debris and harmful objects

- Safety-rated outdoor play equipment
- Routine yard maintenance, including insect treatment as needed
- Children are never left unsupervised while outside

Mrs. Pantea is certified in CPR, First Aid, and the Administration of Medication.

23. Accidents, Emergencies and Medical Care

If your child becomes seriously injured or experiences a medical emergency while in care, 911 will be contacted immediately. Parents will be notified as soon as possible. Children will be transported by ambulance to the nearest hospital if needed, and families are responsible for all related medical expenses.

Minor injuries such as scrapes or bumps will be treated with first aid, and you will be informed at pick-up. If your child is injured, an Accident/Injury Report will be completed and must be signed by a parent or guardian.

24. Emergency Evacuation Plan

In the event of an emergency requiring evacuation (such as fire or gas leak), children will be escorted to a safe location outside the home. Our designated meeting point is the far side of the driveway or yard, safely away from the building. Emergency supplies will be brought if possible. Parents will be notified as soon as it is safe to do so. Regular fire drills are conducted to practice safe evacuation procedures.

25. Severe Weather and Tornado Safety

In the event of a tornado warning or other severe weather emergency, children will be moved immediately to the designated safe area within the home — an interior room without windows (such as a hallway, bathroom, or closet).

Children will be supervised at all times, and efforts will be made to keep them calm and reassured.

If time permits, emergency supplies will be brought to the safe area.

Other Severe Weather Situations:

- In case of flooding, children will remain indoors and on the highest safe level of the home.
- In case of power outages, care will continue safely indoors using emergency lighting and supplies. If the outage is prolonged and affects the safety of the environment (e.g., no heat, no air conditioning, unsafe temperatures), parents will be contacted for immediate pickup.

- During air quality alerts (e.g., wildfire smoke), children will remain indoors with windows closed.

Parents will be notified as soon as it is safe to do so.

Children will not be released to parents during an active tornado warning for everyone's safety.

Maya Montessori will follow guidance from local emergency authorities regarding all severe weather responses.

26. Inclement Weather Policy

Maya Montessori may close or delay opening in the event of severe weather conditions, including but not limited to:

- Ice storms
- Heavy snow
- Severe thunderstorms
- Tornado warnings
- Flooding
- Widespread power outages

If local public schools (Prosper ISD, for example) are closed due to weather, Maya Montessori will generally follow the same closure or delay schedule. However, decisions will ultimately be made based on the safety of the children, families, and staff.

Families will be notified as early as possible via text message, WhatsApp, or phone call if a weather-related closure or delay is necessary.

Tuition will not be refunded or reduced due to weather-related closures.

27. Mandated Reporting

As a childcare provider, Mrs. Pantea is legally required to report any suspected child abuse or neglect to the appropriate authorities, including Child Protective Services or law enforcement. Reports are made confidentially and in accordance with Texas state law.

28. Illness and Health Policy

The health of all children in our care is essential. Children who are ill or unable to participate in the daily routine must remain at home.

Children must remain home if they are experiencing any of the following symptoms:

Temperature of 100°F or higher without medication even if there has not been a change in behavior. Cannot return for 48 hours after fever has resolved without medication.
Uncontrolled or Excessive coughing; Ex: coughing multiple times within 15-30 minutes. Cannot return until cough has been controlled and accompanied with doctors note.
Symptoms of possible severe illness, such as unusual tiredness, uncontrolled or excessive coughing, unexplained irritability, persistent crying, difficulty breathing, wheezing, or other unusual signs;
Diarrhea; two or more times of loose stool during the past 24 hours, OR One Loose stool if diarrhea is accompanied by fever, exclude for 48 hours after the symptoms end;
Blood in stools not due to change in diet, medication, or hard stools;
Vomiting; two or more times in the past 24 hours, or one time if accompanied by a fever until 48 hours after the symptoms end or until a health care provider determines the vomiting is not contagious and the child is not in danger of dehydration;
Ongoing stomach pain (more than two hours) or off-and-on pain due to a fever or other symptom;
Mouth sores with drooling; Cannot return until sores have completely healed and accompanied by a Doctor's note.
Rash with fever or behavior change;
Pink eye (with white or yellow eye discharge), until 24 hours after starting antibiotic treatment;
Scabies, until 24 hours after starting treatment;
Head lice, until 24 hours after starting treatment;
Tuberculosis, as directed by DPH;
Impetigo, until 24 hours after starting antibiotic treatment and sores are dry;
Strep throat, until 24 hours after starting antibiotic treatment;
Chickenpox, until all sores have crusted and are dry (usually six days);
Shingles, only if sores cannot be covered by clothing or a bandage; if not, exclude until sores have crusted and are dry;
Pertussis, until completing five days of antibiotic treatment;
Mumps, until five days after onset of glandular swelling;
Hepatitis A virus, until one week after onset of jaundice, or as directed by DPH;
Measles, until four days after arrival of rash;
Rubella, until seven days after arrival of rash;
Cold sores until sores have completely healed.
Unspecified illness: if the child is unable to participate in activities or the facility cannot provide care for this child and the other children.

29. Health Exclusion and Communicable Disease Policy

Maya Montessori maintains a zero tolerance policy regarding illness.

If your child is required to be evaluated by a doctor, a signed physician's note is required before they may return to care. Children with contagious illnesses must meet all return criteria, including being symptom-free or receiving documented medical clearance.

Parents must not attempt to mask symptoms using medications such as Tylenol or Motrin to enable a child to attend. If a fever of 100°F or higher is detected at daycare, you will be contacted to pick up

your child immediately. Your child must remain home for a minimum of 48 hours without fever-reducing medication.

Repeated disregard for illness policies will result in termination of care.

Children diagnosed with a reportable communicable disease (per the [Texas Department of Public Health](https://oig.hhs.texas.gov/exclusions) <https://oig.hhs.texas.gov/exclusions>) may not return without written clearance from their healthcare provider or as directed by DPH.

If your child is exposed to a communicable disease while in care, families will be promptly notified and provided with symptom information and next steps.

30. Medication Policy

Maya Montessori will administer medication only with written parental authorization.

All medications must:

- Be provided in their original container with the child's full name, dosage instructions, and prescribing physician (if applicable) clearly labeled.
- Be accompanied by a signed Medication Authorization Form before any medication is given.
- Be stored securely and administered only as directed.

This policy also applies to over-the-counter items such as diaper rash cream, sunscreen, teething gels, and any topical ointments.

Parents are responsible for ensuring that all medications provided are current and not expired.

31. Cleaning and Sanitation Policy

At Maya Montessori, maintaining a clean and healthy environment is a top priority.

- Toys, learning materials, and surfaces are sanitized daily using child-safe disinfectants.
- Bathrooms and diaper changing areas are cleaned and disinfected throughout the day and thoroughly sanitized each evening.
- Tables and high-touch surfaces (such as doorknobs, light switches, and handrails) are disinfected multiple times per day.
- Floors are vacuumed, mopped, and sanitized regularly.
- Infant and toddler areas are cleaned with special care using non-toxic, baby-safe products.

- Handwashing routines are reinforced for both children and staff throughout the day, especially before meals and after toileting.
- In the event of an illness outbreak (such as flu or stomach viruses), enhanced deep cleaning protocols will be followed.

We strive to maintain a safe, clean, and welcoming environment for all children every day.

32. Positive Behavior Management

At Maya Montessori, we promote positive behavior through positive reinforcement, role modeling, and child-initiated dialogue. Redirection is encouraged as a primary means of guiding children toward appropriate choices. When addressing behavior, it is the child's actions — not the child themselves — that receive attention.

The use of "time-out" is implemented sparingly and only when the child has the developmental ability to reflect on their behavior and make appropriate changes. The duration of any time-out will not exceed one minute per year of the child's age.

Our goal is always to guide children with compassion, consistency, and respect.

At no time will a child be:

- Denied food or snacks as punishment
- Punished for toileting accidents
- Force-fed, threatened, physically struck, or subjected to cruel, humiliating, or abusive treatment

If a child's behavior presents an ongoing risk to themselves or others, Maya Montessori will initiate a consultation with the parents to recommend supportive strategies and resources. If the behavior does not improve within a reasonable time frame, termination of care may occur.

33. Pet Policy

Maya Montessori has a toy poodle who is vaccinated in accordance with Texas law. Vaccination records are available upon request. Children do not interact directly with the pet and are not permitted to play with him.

34. Transportation Policy

Maya Montessori does not provide transportation to or from the program.

Parents and guardians are responsible for arranging and ensuring safe transportation for their child each day.

35. Diapering and Toileting Procedures

Diapering is conducted on a sanitized, waterproof surface that is free of cracks or tears. After each diaper change, the surface is cleaned and disinfected using a child-safe disinfectant. Soiled diapers and wipes are disposed of immediately in a covered trash receptacle.

Both the caregiver and child wash their hands thoroughly after each diaper change using soap and running water, and hands are dried with a disposable paper towel.

Diapers are checked frequently and changed as needed to maintain cleanliness and comfort. Creams, ointments, and powders are not used routinely. If needed, any topical product will be discussed with and approved by parents prior to application.

Diaper rash is uncommon at Maya Montessori. When it does occur, it is often linked to factors such as medication use or individual sensitivity. We will communicate any concerns promptly and work with parents to determine the best care approach.

Cloth diapers are not permitted at Maya Montessori.

36. Handwashing and Hygiene Practices

Proper handwashing is a key part of the daily routine at Maya Montessori.

Children's hands are washed:

- Before meals and snacks
- After diaper changes or using the toilet
- After outdoor play
- After coming into contact with a sick child, runny nose, or bodily fluids
- After completing messy activities such as arts and crafts

Mrs. Pantea washes her hands:

- Before preparing food or bottles
- Before feeding an infant

- Before and after administering medication
- After diaper changes or assisting with toileting
- After contact with bodily fluids

Hands are always dried using single-use disposable paper towels to maintain hygiene and prevent cross-contamination.

Hygiene routines are taught as part of the daily schedule to help children build lifelong healthy habits.

37. Rest Time and Infant Sleep

Infants follow their own sleep schedules based on individual needs. Infant nap times and routines are honored to promote healthy development. Sleep environments follow all **Sudden Infant Death Syndrome (SIDS) prevention guidelines**, including:

- Infants are placed on their backs to sleep
- Cribs and pack-and-plays are free from blankets, pillows, stuffed animals, and loose bedding
- Mattresses are firm and fitted with tight, clean sheets
- Swaddling is only permitted with written parental authorization, and only using wearable sleep sacks or swaddle blankets designed for sleep
- As children reach one year of age, they generally transition to a group rest time in the early afternoon.
- All children participate in rest time as part of the daily schedule. No child will be excluded. Quiet activities are offered for those who wake early.
- Children may bring a labeled blanket or comfort item for rest time, which will be sent home regularly for washing.
- If arriving during rest time, families are asked to enter and exit quietly to avoid disturbing sleeping children.

As children reach one year of age, they generally transition to a group rest time in the early afternoon.

All children participate in rest time as part of the daily schedule. No child will be excluded. Quiet activities are offered for those who wake early.

Children may bring a labeled blanket or comfort item for rest time, which will be sent home regularly for washing.

If arriving during rest time, families are asked to enter and exit quietly to avoid disturbing sleeping children.

38. Screen Time

Screen time at Maya Montessori is limited to no more than 20 minutes per day and is only offered with written parent or guardian permission.

All content will be age-appropriate, educational, and enriching. Children are not permitted to use gaming devices, computers, or other non-educational electronic equipment while in care.

39. Supplies Needed

Parents are required to provide the following clearly labeled items for their child:

- Bottles and/or pacifiers (if used)
- Diapers, pull-ups, and wipes (as needed)
- A complete change of clothing (appropriate for the season and labeled with your child's full name)
- Sunscreen and insect repellent (if you wish for these to be applied — must be labeled with child's full name)
- Nap mat or small blanket
- Water bottle or sippy cup (labeled with child's full name)

40. Proper Attire

Children at Maya Montessori engage in a variety of activities, including outdoor play, arts and crafts, and sensory exploration. Please dress your child in comfortable, weather-appropriate clothing that can get messy.

Children will participate in all activities regardless of attire, and clothing may become stained during play.

Children are required to remove shoes upon entering the daycare to help maintain a clean and sanitary environment for crawling infants and toddlers. Shoes, coats, and extra clothing will be stored in each child's designated bin.

Children will wear shoes during outdoor play for safety and protection.

41. Bottles, Diapers, and Toiletries

For infants, parents must furnish all bottles, formula, and feeding supplies. If your child requires a special formula or will remain on formula beyond 12 months of age, you must continue providing it.

Parents are also responsible for providing an ongoing supply of diapers, pull-ups (if applicable), wipes, and any necessary toiletries such as diaper cream or sunscreen.

All personal items must be labeled with the child's name.

Maya Montessori will coordinate with families regarding the appropriate time to introduce solid foods based on each child's readiness and developmental needs.

42. Toys and Personal Items

Toys from home are not permitted unless specifically approved by Maya Montessori. This policy helps prevent conflicts over sharing and reduces the risk of heartbreak if a special toy is lost or broken.

Small toys can also pose a choking hazard to younger children in the group, and are therefore not allowed.

Maya Montessori is not responsible for any lost, broken, or stolen personal items brought from home.

43. Potty Training

Toilet training support at Maya Montessori will begin only after a child shows readiness and successful initiation has started at home.

Collaboration between home and daycare is essential to ensure consistency, reduce confusion, and support the child's success.

44. Outdoor Play Guidelines

Weather permitting, children at Maya Montessori play outside daily. Please send your child in weather-appropriate clothing each day to ensure they are prepared for outdoor activities.

Children will remain indoors if:

- The temperature falls below 32°F, or
- The temperature or heat index exceeds 95°F,
- Or in cases of rain, severe weather, or other unsafe conditions.

45. Open Door Policy

Parents are welcome to visit or call at any time. However, please be mindful that visits outside of scheduled times may cause distress for children who are still adjusting to the daycare routine, as they may expect to leave with you.

Phone calls are always welcome. If we are engaged in activities such as diaper changes, bottle feedings, or outdoor play, we may not be able to answer immediately.

All calls will be returned as soon as possible.

46. Trial Period

The first two weeks of your child's enrollment at Maya Montessori are considered a trial period. During this time, either party (parent or provider) may terminate care at any time without written notice.

After the trial period ends:

- Self-pay families must provide two weeks' written notice to terminate care. Tuition is still due for the two-week notice period, regardless of attendance.
- POC families must provide five business days' written notice. Tuition for the full week is still due, regardless of attendance.

47. Termination of Care

Maya Montessori may terminate care at any time for violation of the Parent Handbook, serious behavior concerns, or safety issues.

In cases of serious violations, termination may occur immediately without advance notice, and all fees will be forfeited.

Common reasons for termination include, but are not limited to:

- Failure to pay tuition or repeated late payments
- Failure to complete or update required enrollment forms
- Lack of parental cooperation with daycare policies
- Child's inability to adjust to the group setting after a reasonable period
- Behavioral issues that threaten the safety or well-being of other children
- Gross misconduct by the parent or child
- Inability to meet the child's needs without additional staff support

Parents will be notified in writing if care is terminated outside of the trial period.

48. Program Philosophy and Goals

Our goal at Maya Montessori is to provide a loving, safe, and stimulating environment where your child feels supported to explore, grow, and thrive.

We are committed to working in partnership with families and maintaining open, ongoing communication about your child's needs and development.

Maya Montessori reserves the right to make changes to the child care environment as needed, provided that all changes remain in compliance with state licensing standards.

Updates to the Parent Handbook may occur from time to time. Families will be notified in writing of any significant changes.

Thank you for choosing Maya Home Montessori!