



Parent Handbook

Everything you need to know about daily life at Radiant Hearts: our hours, how drop-off works, what to pack, and how we care for your child.

FOR PARENTS AND GUARDIANS

Our hours

Full day	07:00 - 17:30
Morning	07:00 - 12:30
Afternoon	13:00 - 17:30
Office	Monday to Friday · 07:00 - 17:30
Late collection, after 17:30	P50

The school day ends at 17:00. You may collect your child any time up to 17:30 at no extra charge. If you are running later than that, please call the office: collection after 17:30 is charged at P50.

A typical day

07:00 - 07:30	Arrival and welcome: settling in with quiet free play
07:30 - 08:00	Breakfast together: cereal and morning chat
08:00 - 10:00	Circle time and morning learning: singing, stories, letters and numbers
10:00 - 10:40	Break and garden play
10:40 - 12:00	Discovery: small group and individual work
12:00 - 12:30	Creative time: art, music and movement
12:30 - 13:15	Lunch, served fresh from our kitchen
13:15 - 14:30	Rest and quiet time
14:30 - 16:00	Afternoon adventures: outdoor play, stories and projects
16:00 - 16:30	Afternoon snack
16:30 - 17:00	Collection and goodbyes

Drop-off and collection

- Please arrive by 07:00 so your child does not miss circle time.
- Sign your child in and out each day in the log book at reception.
- We release children only to parents, emergency contacts and people named on your enrolment form. Photo ID is requested the first time.
- If someone else needs to collect your child, tell us in writing or by phone before collection time.
- If you are running late, please call. Late collection charges are set out in the Fee Sheet.

Settling in

Starting somewhere new takes time, and every child is different. We usually suggest a short first day and building up over the first week. Some children settle in days, others take a few weeks, and both are completely normal. Say a warm, brief goodbye rather than slipping away, and call us during the morning if you would like to know how your child is doing.

Staying in touch

- We send photos and a short note each day so you can see what your child has been doing.
- Termly progress updates, plus parent meetings twice a year.
- A monthly newsletter with news, events and term dates.
- For anything urgent, call the office on +267 78 008 119.

Meals

Fresh meals and snacks are cooked on site each day, planned around a balanced diet that gives growing children the nutrition they need. We cater for allergies and dietary requirements, so please list these on your enrolment form and tell us if anything changes. If your child needs a specialised diet we will discuss it with you individually.

Our weekly menu

Day	Breakfast	Lunch
Monday	Sunrise Plate Eggs, bread, baked beans and tea	Creamy Chicken Macaroni Macaroni and chicken
Tuesday	Morning Mince Bowl Mince, bread and potatoes	Hearty Beef and Rice Rice and beef
Wednesday	Little Chefs' Grill Sausages, beans, bread and tea	Roast Chicken Feast Roasted chicken, beans and soup
Thursday	Sunrise Plate Eggs, bread, baked beans and tea	Spaghetti Twirls Spaghetti and chicken
Friday	Morning Mince Bowl Mince, bread and potatoes	Pap, Beef and Garden Veg Pap, beef and vegetables

The menu may change with seasonal availability. Alternatives are provided for allergies and dietary requirements.

What to pack

- A complete change of clothes (two for younger children)
- Nappies and wipes if your child is not toilet trained
- A labelled sun hat
- Sunscreen, labelled
- A comfort item if it helps your child settle
- A water bottle, labelled
- Indoor shoes or non-slip socks
- Bedding for nap time, if your child stays the full day

Please label everything with your child's name. We play outdoors and get messy, so send clothes that can be washed easily.

When your child is unwell

Please keep your child at home if they have a fever, are vomiting, have diarrhoea, or have an infectious rash or eye infection. If your child becomes unwell during the day we will call you to collect them, and we ask that children stay home until they are well enough to take part in the normal day.

We give medication only with your written permission on the Medical and Consent Form. Medicines must be handed to a staff member, in the original container, labelled with your child's name. Please do not leave medication in your child's bag.

Safety

- The campus has CCTV and secure entry points.
- Classes are capped at 18 children, each with its own dedicated teacher.
- Visitors sign in at reception and are not left alone with children.
- Emergency contact details must be kept up to date. Please tell us as soon as anything changes.

Behaviour and kindness

Young children are still learning how to share, wait and manage big feelings. We guide rather than punish: redirecting, naming feelings, and helping children find words. We do not use physical punishment or shaming of any kind. If a pattern of behaviour is worrying us, we will talk to you early so we can work on it together.

Fees in brief

Full details are in the Fee Sheet, which is issued with your enrolment pack.

Registration fee, one-time and non-refundable	P200
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Term	P4,500
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Two months	P3,200
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One month	P1,700
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Daily rate	P150
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Paying by term works out at P1,500 a month and saves P600 over paying month by month.

Fees remain payable during illness, holidays and family absence, as your child's place is held.

Term dates and closures

Term dates are published in the monthly newsletter and given to you at the start of each year. We close on public holidays. Any additional closure days are communicated well in advance.

Term	Starts	Ends
Term 1		
Term 2		
Term 3		

Clothing

We have a comfortable, play-friendly uniform. It helps children feel part of the group and makes mornings simpler. Uniform items can be ordered through the office.

Birthdays and celebrations

We are glad to mark birthdays with the class. Please speak to your child's teacher beforehand so we can plan around allergies and dietary needs.

If something is wrong

If you are unhappy about anything, please tell us early. Start with your child's teacher, who can resolve most things quickly. If that does not settle it, ask to speak to the head or the school administrator. We will acknowledge your concern promptly and tell you what we are doing about it.

Getting in touch

Plot 1404, Mogoditshane, Botswana

+267 78 008 119

admissions@radianthearts.co.bw

Monday to Friday, 07:00 - 17:30