DUBAI GEM PRIVATE SCHOOL

STRIVE FOR EXCELLENCE

Visitor Guidelines Policy– 2025-2026

Written by:	Ms. Parie Stoneman	Last Review:	September 2025
Position:	Principal	Next Review Date:	September 2026

Introduction:

At Dubai Gem Private School, we pride ourselves on fostering an open, welcoming and supportive learning environment. We value and encourage visitors while maintaining our commitment to ensuring the safety, security, and wellbeing of our students, staff and campus. To protect the educational process and preserve the integrity of our facilities, the school administration must be aware of all individuals on campus and reserves the right to refuse entry to any visitor if necessary.

Aims:

This policy aims to provide clear guidelines for all visitors to Dubai Gem Private School, ensuring that we:

- ❖ Maintain a safe and secure environment for our students and staff.
- ❖ Establish protocols and procedures that effectively monitor and manage visitors, without compromising the school's open and inviting nature.

Closed Campus:

Dubai Gem Private School operates a closed campus policy. Students are required to remain on school premises during the entire school day, including break times. It is unlawful for anyone to remove a student from school during these hours without proper authorization from a designated school official. The designated officials for each school section are:

- Foundation Stage – Tehseen Kherani
- Primary – Althea Henderson
- Secondary – Pavitra Shivkumar

Parents as Visitors:

- Parents wishing to meet with teachers during the school hours should schedule appointments in advance by contacting Rasha (Primary school) or Coral/Shabeetha (Secondary school) on the school number 04 3376661.
- Parents visiting the campus to collect students for external appointments are asked to report to the office/reception on arrival.
- Prior notification via email, a note to the KSL, or a phone call to the school administration is required if a parent needs to take a student for an external appointment. This allows adequate time to inform the student and minimize waiting time for parents.
- If a parent sends a driver/relative to pick up the student, their name must be mentioned in the notification. The individual should carry their Emirates ID for verification purposes.

Visitor Protocol and Procedures:

All visitors and school staff must comply with the following procedures regarding school visits:

- ❖ All visitors must report to the security station at Gate 2 upon arrival.
- ❖ Visitors must present a valid government – issued identification card (e.g., Emirates ID) at the gate.
- ❖ Visitors must sign the school visitor's log providing their name, agency / office, purpose of visit, and times of entry and exit.
- ❖ Visitors must follow the instructions provided to them by the security personnel.
- ❖ The duration and scope of the visit must align with the purpose of the visit.
- ❖ Visitors will be directed to the reception, where the Receptionist will contact the relevant staff member.
- ❖ Visitors are not permitted to move freely around the campus.
- ❖ All visitors must sign out in the visitor's log before exiting the campus.
- ❖ Any concerns regarding a visitor's presence or conduct must be immediately reported to school security or the principal for appropriate action.
- ❖ In the event of a fire drill or emergency evacuation, visitors must report to the reception immediately.

Drop-off and Pick-up:

- ♦ Parents and caregivers are expected to adhere to the designated drop-off and pick-up arrangements. Impromptu meetings with staff during these times are discouraged to avoid disruptions to class routines and ensure student safety.
- ♦ Students must be dropped off and picked up at the locations specified by the school's protocols.
- ♦ Parents/guardians collecting students from FS1 and FS2 at 1:00 pm should wait in the designated area. They are requested not to disturb teachers or students in other year levels.

Types of Visitors:

Visitors to Dubai Gem Private School may include:

1. Department of Education Officials
2. Guest Speakers
3. Paid Coaches and Instructors
4. Volunteers (Parents, Coaches, etc.)
5. Contractors/Tradespeople (After 3:00 pm unless there is an emergency)
6. Couriers
7. Salespeople (After 3:00 pm)
8. School Photographers
9. Prospective Parents and Employees

School staff must manage these visitors, restricting their access and movement within the school as necessary.

Visitor Management:

- Visitors should be met and directed by school staff or representatives.
- Visitors must sign in and out under the supervision of school staff.
- Access to specific areas of the school should be restricted as appropriate.
- Whenever possible, visitors should be escorted by a staff member or representative.
- All visitors should wear clearly visible visitor/contractor passes.
- Visitor access to students should be limited to the purpose of their visit.
- Deliveries, maintenance, or repair tasks should be scheduled after school hours unless there is an emergency.

The Principal has the authority to exclude from the premises any person who disrupts or who appears likely to become a disruption to the educational program. Any such individual shall be directed to leave the school premises immediately and law enforcement authorities shall be called if necessary.

Staff Development:

As part of the staff induction process, new staff members will be trained on this policy and are expected to ensure compliance with its procedures at all times.