

# FAQ's

## 1. What are the services provided for the money we pay you? Is it all inclusive?

The money you pay us provides for rent, utilities (electricity and water bills), professional housekeeping services, food, professional laundry services, security and cable TV. Once the fee and GST applicable on the fee is cleared there will be no further charges levied by us.

## 2. What are your security arrangements?

We have a total of twelve roaming and stationary guards. Some of them are provided by a registered security agency. All our houses are covered by CCTV cameras and we also have covered frequently travelled roads near SFS with CCTV's. We also have guard dogs that are currently under training.

## 3. Why are all your guards not from a registered agency?

We have nine of our guards who are employed directly by us. These are people who have worked with us for a considerable number of years and we trust them more than guards sent from a third party organization.

## 4. What if our child falls ill and needs medical intervention?

If a child staying with us falls ill, one of the SPG team (once alerted) will accompany the child to see the doctor. You as a parent are welcome to call any of our numbers to find out how your child is doing. We will do the best to see that every need of the child is taken care of.

## 5. What are the various kinds of houses that you have?

We have many different kinds of homes ranging from quaint old bungalows to apartments and newly built bigger buildings. This provides you and your child many options (do ask us how the preference changes as the child passes through the years in college).

## 6. How far are your properties from the campus?

All our SFS properties are located roughly half a kilometer from the N5 campus and about a kilometer from the N3 campus. If you would like more detail do call us over the phone.

## 7. How do most children commute to school and back?

The most preferred form of commute is walking. A lot of the children do use bicycles. A small minority have motorcycles and cars (we personally think the car is unnecessary and excessive).

## 8. Are ATM's and shopping areas close by?

ATM's for most major banks are present within a kilometers radius. Almost all regular shopping can be done in the shopping areas that are close by.

**9. Do all the children come to the dining hall for their meals?**

All the children living in the SFS colony come to the dining hall for all meals throughout the year. Our children living in N7 and Building P have a dining hall in the ground floor where they partake in their meals.

**10. What kind of variety do you have in food?**

We try to keep our food as interesting as possible for our children. Having said that, we also have to keep in mind the nutrition for our children. We serve a balance of north and south Indian food (keeping the demographics of our children in mind), and throw in a smattering of Continental and Oriental cuisine to keep things interesting for our children.

**11. What are the food timings?**

The timings for food are as follows:

Breakfast -- 07:45AM to 09:00AM

Lunch - 12:30PM to 02:30PM

Snacks - 05:00PM to 06:00PM

Dinner - 08:00PM to 10:00PM

**12. Is there anything vital that we will have to bring with us at the time of joining?**

Anything from home (comfort food, blankets, a mug, the favorite pillow), that is of sentimental value and will help the child ease into independent living could be brought from home. All other things can be purchased over here in Yelahanka.

**13. Can the parents stay overnight with the children?**

This is a strict no no. As a parent you are welcome to stay all day at your child's home and also to join us for an occasional meal (provided you inform us in advance). You will have to find another place to sleep in the night though.

**14. Can my child stay back during the holidays? Will they get food during the holidays?**

Your child is welcome to stay back with us during the school holidays. We will make sure that they are well fed and well taken care of during this time.

**15. Will my child be subject to any ragging?**

Ragging is a strict NO in both SPG&Srishti. Those indulging in ragging will be reported to the police if such incidents are brought to our notice.

**16. What are your rules regarding substance abuse?**

The abuse of both alcohol and narcotics is frowned upon in SPG. If a child is caught red-handed indulging in substance abuse in any of our properties the action will be taken according to the rules laid out in the student agreement.

**17. Do you have a deadline?**

Yes. We expect all the children to be inside their respective homes by 10:30PM.

**18. What is your take on boys visiting girls place and vice-versa?**

Girls and boys can visit each other's houses during the day in case of college assignments and work. However we expect boys to leave a girls house and vice-versa strictly by 09:30PM. Our roaming guards keep an eye out for this and enforce this if needed.

**19. Why don't you accept online transfers for the fee?**

It is very cumbersome for our accounts department to track as all the amounts coming in are similar. We prefer waiting for a cheque and presenting it to our bank.

**20. Is there any one important thing that you would like to tell us?**

Communication is everything. Keep the channels of communication open between yourself and your child and also with us. This will go a very long way in making sure that your child will be comfortable and stable during their tenure with SPG&Srishti.