

Majestic

Childcare and Learning Academy

Operational and Personnel Policies



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INTRODUCTION

Welcome to Majestic Childcare and Learning Academy! This Operational and Personnel Policy will provide you with the philosophy, vision, and mission of the Majestic Childcare and Learning Academy. We hope it will give you a clear picture of the center and what you and your children can expect while in our care.

We understand that parents and guardians are faced with the difficult task of finding quality childcare. Our goal at Majestic Childcare and Learning Academy is to offer a wide variety of activities in a safe and nurturing environment. Our program will provide parents and guardians with a secure, supervised, constructive learning and play environment for their child(ren), ages 0 to 12 years old. Activities will be age appropriate and supervised by qualified, educated staff members. Daily programs will include a variety of activities, inclusive of a childcare program in a safe and nurturing environment, a culturally enriched program that promotes physical, intellectual, emotional, and social development of each child, and a program that meets the highest quality of child care standards.

Majestic Childcare and Learning Academy opened in August 2024 as a private facility. The center was founded and established by Michelle Palmer to help fulfill the demand for daycare services in Cumberland County and the surrounding areas.

PHILOSOPHY, VISION, AND MISSION STATEMENT

An important word used in our program is respect. We encourage respect for self, respect for others, and respect for materials in developmentally appropriate ways. In a secure and nurturing environment, our curriculum provides for all areas of a child's development. We believe that children learn through active exploration and interaction with teachers, other children and age-appropriate materials.

The vision of Majestic Childcare and Learning Academy is to successfully prepare our children for the future through education and character by empowering them to become leaders of excellence and positive agents of change. The way we prepare our children is to nurture the creativity and imagination of the whole child: physically, mentally, emotionally and socially through a stimulating, safe, and quality learning environment; an environment that will enhance the child's mental development and recognize each student's individual needs and to encourage each child to be independent and life-long learners.

MCLA staff encourages curiosity and experimentation, and have selected materials that help expand children's cognitive abilities. Basic learning materials include sand, water, and tools to use with them, large and small blocks, puzzles, dramatic play props (dress-up clothes, puppets), items for scientific investigation (magnets, balances, and weights), computers, books, cd's, musical instruments, art and drawing supplies, and climbing structures with slides. Also, positive social interaction is encouraged by helping children to develop their verbal skills and to express their feelings in appropriate ways.

STAFF QUALIFICATIONS

The staff at Majestic Childcare and Learning Academy consists of a Center Site Director, Assistant Director, Teachers, Assistant Teachers and High School Aides. All staff meets, and may exceed, the North Carolina Department of Health and Human Services and the Division of Child Development and Early Education (NCDHHS and DCDEE) requirements for formal education for their respective positions, have had experience working with young children and their families, and DCDEE approved certification in First Aid and CPR. The staff enjoys and understands how young children learn and grow. They respond with sensitivity to each child's individual needs, desires, and interests.

In order to ensure that employees or other persons regularly providing child care or support services with potential for unsupervised contact with children at MCLA are appropriate for serving in their positions, a Childcare Background Check (ABCMS) shall be performed on all candidates for positions before an offer of employment is confirmed. Further, a Childcare Background Check (ABCMS) shall be performed annually on all persons in such positions and/or any time the program receives information that may indicate that a new a Childcare Background Check (ABCMS) review is appropriate.

The center Director will ensure that each employee is thoroughly informed during the employee orientation process of their primary duties and responsibilities expected to perform as outlined in their job description. Each job description will be periodically reviewed and updated as required, so each primary duty and responsibility remains relevant, current, and accurate.

MCLA staff will participate in orientation that will cover child maltreatment, supervision, policies and procedures, daily routines opening and closing of classrooms, operating hours, etc. Each teacher will sign that he or she that this orientation has been completed and they have received a copy of their job duties and responsibilities.

According to the NC State Childcare Rules, in centers that are licensed to care for infants, the child care administrator and any child care provider scheduled to work in the infant room shall complete Infant/Toddler Safe Sleep-Sudden Infant Death Syndrome (ITS-SIDS) training. At all times, one child care provider who has completed ITS-SIDS training shall be present in the infant room while children are in care.

All MCLA Staff are also required to complete the Basic School-Age Care training (BASC training) within four months of employment. Basic School-Age Care training (BSAC training) means the training on the elements of quality afterschool care for school-age children.

MCLA staff are required to keep all credentials current and contact hours current. They must attend State required workshops and trainings in a substantial amount of time.

PRIVACY AND NON-DISCRIMINATION POLICY

All records and information about your child and family will be kept confidential, unless your written, authorized permission is given to reveal specific information.

In providing services to children and their families, Majestic Childcare and Learning Academy does not discriminate on the basis of race, religion, gender, disability, cultural heritage, political beliefs, marital status, national origin or sexual orientation.

HOURS AND DAYS OF OPERATION

MCLA is open Monday through Friday, 6:00 am to 6:00pm, excluding the following holidays and MCLA professional development/in-service days (Saturday and Sunday, and second shift options are available).

The Center is closed on the following federal holidays:

- New Year's Day
- Martin Luther King, Jr. Day
- Memorial Day
- Fourth of July
- Labor Day
- Columbus Day
- Veterans' Day
- Thanksgiving Day
- Christmas Day

The Center is also closed on:

- The Friday before Labor Day
- The day after Thanksgiving
- The day before Christmas and the day after Christmas
- The first Friday in March for Professional Development/In-Service

The Center observes two early closure days at 3:00pm on:

- The first Tuesday in June
- The day before Thanksgiving
- The first Tuesday in December

Please note operating hours are subject to change. We will attempt to give as much notice as possible whenever we must close for any reason. If inclement weather occurs, notification will be sent as soon as possible. Also, MCLA may follow the Cumberland County School district of any weather delays and closures. Please stay tuned your local TV and radio stations for updates.

STUDENT WELLNESS

If your child has a temperature of 100 degrees or more, or any symptoms of a contagious disease or infection, you **must not** send your child to the center. We ask that your child remain at home at least 24 hours after leaving the school because of fever or an illness. Re-admittance is at the discretion of the Director. In addition, it is imperative that you notify MCLA within in 24 hours if any member of my immediate household is diagnosed with a communicable disease.

MEDICAL AUTHORIZATION

If you do not inform the center on child's enrollment application of your preference of medical treatment, in case of emergency, the MCLA director or designated staff will follow the Emergency Preparedness Plan that's in place at the center to determine the best medical attention for your child. If you have a preference of a licensed medical physician and/or dentist, please be sure to list this information on your child's enrollment application.

SUPERVISION OF CHILDREN

Strict supervision of all students at all points of the day within reason is of the utmost importance to the administration. Children will not be left unsupervised at any time during their stay at the daycare. No child will ever be allowed to enter or leave the classroom without teacher and/or staff supervision. Teachers are held accountable to proper and thorough supervision of all students at all times while they are on campus without compromise.

Under no circumstances should students be unsupervised for any part of the day, at any time.

Teachers are **LIABLE** for proper supervision of class and instructed to be present in the classroom at all times.

AUTHORIZED RELEASE

The child will ONLY be released to the parent/guardian with legal custody or persons over the age of 18 who are designated by the parent on the Emergency Contact Form. The provider will refuse to release the child to anyone not on the list. The parent/guardian or designated individual must present a valid state or military id before the child is released. The center will not release the child to anyone, including the parents/guardians if it suspected the person is under the influence of drugs or alcohol, or any other substance that they feel may pose a threat to the child. This may result in report to Child Protective Services.

Non-Custodial Parents

- Parents must provide a copy of most current custody order and photo of non-custodial parent, if applicable.
- If the non-custodial parent insists that the child be released to them, the center will:
 1. Calmly state the daycare's release of children policy
 2. Ensure all children and staff are safe
 3. Contact custodial parent
 4. Call Cumberland County Police if parent tries to leave with the child

TRANSPORTATION

No student will be transferred to and/or from the center without written approval from the legal parent(s) and/or guardian. Each student will maintain a transportation permission slip on file during their enrollment.

MEDIA AUTHORIZATION

MCLA will require permission from the parent to the absolute right and permission to use photographic portraits, pictures, digital images or videotapes of your child, or in which your

child may be included in whole or part, or reproductions, including but not limited to use in any MCLA publication or on any MCLA websites, including any and all social media sites, including but not limited to Facebook, Instagram, YouTube, and Google without payment or any other consideration.

DISCIPLINE AND BEHAVIOR MANAGEMENT POLICY

MCLA will enforce the Discipline and Behavior Management Policy from the NCDCDEE website (www.ncchildcare.ncdhhs.gov). The behavioral policy is included in the student application and must be completed and signed by the parent.

The intent of discipline is to help children become self-disciplined as they learn appropriate and acceptable behavior patterns. Discipline involves a continuous process of guiding behaviour and is offered while appropriate behavior is occurring, as well as before, during and after inappropriate behavior is displayed. The goal is to assist children in developing respect, self-control, self-confidence and sensitivity in their interactions with others.

Staff, students and volunteers will not:

- Physically harm a child by spanking, hitting, shaking, or any other kind of physical punishment.
- Talk disrespectfully or in a way that would humiliate or undermine a child's self esteem
- Deprive a child of necessary use of the bathroom/or food.
- Confine or set apart a child without adult supervision

Staff is expected to provide positive prevention and intervention guidance strategies. Praise and positive reinforcement are effective methods of behavior management for children. We believe that children learn self-discipline in many ways. They learn from the example of their teachers and other adults. They learn through play and social encounters with the other children. They learn by trying things repeatedly. Children need to know the adults in their classrooms will love them and keep them safe no matter what negative behaviors they display. We believe that children develop discipline through many different experiences with loving professionals to guide their progress. Teachers and other staff members at Majestic Childcare and Learning Academy do not use corporal punishment or other negative forms of discipline (shaming, teasing, humiliating, or yelling). We do use the following techniques to guide children's behavior:

1. Recognizing that each child is unique and treating each child as an individual.
2. Letting children know our expectations for their behavior.
3. Setting limits that children can easily understand and consistently follow.
4. Creating a warm atmosphere where adults and children trust each other and help each other.
5. Encouraging children to solve problems for themselves instead of expecting a teacher to solve problems for them.
6. Helping children to recognize and express feelings such as anger, frustrations, sadness, hurt or fear in acceptable ways.
7. Allowing children to feel the natural and logical consequences of their actions.

8. Acknowledging children for their positive behaviors and ignoring as many negative and attention seeking behaviors as possible.

“Time Out”

“Time Out” is the removal of a child for a short period of time (3-5 minutes) from a situation which he or she is misbehaving and not responding to other discipline techniques. The “time-out” space, usually a chair, is located away from classroom activity but within the teacher’s sight. During “time-out,” the child has a chance to think about the misbehavior which led to his/her removal from the group. After a brief interval of no more than 5 minutes, the teacher discusses the incident and appropriate behavior with the child. When the child returns to the group, the incident is over and the child is treated with the same affection and respect shown the other children. If time away does not work, a strategy that may be used is to remove your child to another setting (neighboring classroom, director’s office) for a short time and then reintroduce him/her to the classroom. 10. Working with parents and outside agencies if additional support is needed. Parents will be contacted regarding any behavioral issues that are of a severe nature. We can work together to address any concerns. Working with parents and outside agencies if additional support is needed. Parents will be contacted regarding any behavioral issues that are of a severe nature. We can work together to address any concerns.

SUSPECTED CHILD ABUSE AND NEGLECT

Everyone, including parents and childcare workers, has the legal responsibility to report suspected child abuse and/or neglect to the proper authorities. According to North Carolina Law and NCDHHS DCDEE Division, all Majestic Childcare and Learning Academy staff, substitutes and volunteers are required to be mandated reporters of suspected child abuse and/or neglect. All staff have the responsibility to make a report if they suspect a child being abused and/or neglected. As a courtesy, the staff will notify the director, and in conjunction with the director, the report can be filed.

If the suspected abuse or neglect is reported on the MCLA premises, which includes the daycare center parking lot to the back of the daycare center property, the incident is reported to the NC Department of Health and Human Services, DCDEE Division. If the incident occurs outside the premises, off the MCLA property or at a center event, the incident is reported to the Department of Social Services, in the county in which the child resides. An individual failing to report, or knowingly preventing another individual from doing so is guilty of second-degree misdemeanor and may be prosecuted. The reporter is immune from any liability. **MCLA employees are required to report suspected child abuse and neglect. Any suspected child abuse or child neglect cases will be documented and reported to the appropriate authorities.** Written documentation will be locked in a safe place for a designated period of time.

CAPACITY

Majestic Childcare and Learning Academy’s maximum capacity is 51 children per day, or as the DCDEE consultant inspects. Majestic Childcare and Learning Academy is licensed to operate 2 shifts, and weekends (Saturday and Sunday). As of Fall of 2024, the MCLA has one (1) 0-Infant Room, one (1) 2-3 year old room, one (1) 3-4 year old room, one (1) 5-6 year old room (afterschool) and one (1) 7-12 year old room (afterschool).

Families purchase child care services from Majestic Childcare and Learning Academy because of the quality, convenience, education, and engagement of extracurricular activities.

PAYMENTS AND FEES

Parents interested in enrolling their child(ren) should call the center's Director and arrange for a visit. There is a \$50.00 non-refundable application fee to cover record keeping costs and to maintain the application if there is a waitlist.

Payments are due weekly, regardless of attendance, and is due on or before Friday at drop off or the last day of that's week care for the **following week of child care**. If payment is not made by at that time without prior arrangements, the payment will be considered late and a fee of \$10.00 will be applied. If this happens, payment in addition to the late fee is expected to be made by drop off time the following Monday or child care services may be suspended until such payments are made. All monies are payable to Majestic Childcare and Learning Academy in cash, debit/credit, Zelle or CashApp. No checks please.

Receipts are available upon request. The child will not be permitted to stay in care until payments are paid in full.

Over-Time Fee:

A \$5.00 late fee per child shall be made per 15-minute intervals for drop-offs and/or pick-ups outside of contracted hours. For example, 1 to 15 minutes early/late, you will owe \$5.00 per child, 16 to 30 minutes early/late you will owe \$10.00 per child. If prior notice of early drop-off (evening before or earlier) or late pick-up (morning of care or earlier) is arranged late fees may be waived, but regular over time charges may occur.

Ages	1st Shift	2nd Shift	Saturday	Sunday	Drop-In (WkDay)	Drop-In (Wkend)
Infants (0-1)	\$250.00	\$260.00	\$280.00	\$300.00	\$70.00	\$75.00
2 years	\$225.00	\$235.00	\$255.00	\$265.00	\$65.00	\$70.00
3 years	\$210.00	\$220.00	\$240.00	\$250.00	\$60.00	\$65.00
4-5 years	\$200.00	\$210.00	\$220.00	\$230.00	\$55.00	\$60.00
Before care	\$25.00				\$25.00	
Aftercare	\$125.00				\$35.00	

Drop-in fees are per day, to include a maximum of 8 hours per child, per day.

ORIENTATION

We request that a parent visit with their child in the classroom prior to the child's actual start date. In most cases, one or two visits are best; please speak with the center's Director or designee about your child's' pre-start date visit(s).

SIGN IN/SIGN OUT

Parents/guardians are required to sign their child in each morning and out each afternoon. This serves as a record of attendance in the case of emergency. Every time someone brings in a child or picks them up, he or she must sign in/out. Please advise anyone who is dropping off or picking up your child of this policy. To ensure that the provider is in compliance with any court orders pertaining to the custody of the child, the provider requires a certified copy of the most current custody order. The provider will keep this information confidential and solely for the safety and well-being of the child. If a new custody order is issued or if a restraining order is issued against either parent, the provider will also need this information on file. It is the policy of the provider to remain neutral in all custody matters and the facility **may not** serve as a visitation site.

MEALS AND SNACKS

Eating nutritious food is an important part of each child's day. Our goal is to promote good health, safety and nutrition. Parents are expected to provide meals, snacks, and/or formula for their child(ren) during their stay at the daycare. If a child does not bring their food or the food does not meet the nutritional requirements according to childcare policy, the center will provide additional food necessary to meet the requirements.

A refrigerator is available for storage. There are no microwaves available to heat meals. You may consult the staff of safe, suitable suggestions of keeping food warm throughout the day. Make sure you attempt to pack healthy meals and snacks, which consist of at fruits and vegetables, 100% juice and/or water. We strongly discourage sodas and excessive sweets. Please remember to pack plastic eating utensils if needed. The center will provide fresh, drinking, bottled water for all children. Fruits and vegetables will be provided occasionally and when applicable.

Daycare staff will:

- Discourage candy, gum, soda, or other "junk food."
- Encourage children to eat a variety of foods but be sensitive to individual food preferences and cultural preferences.
- Post children's allergies in the class and in the kitchen. (Parents must make staff aware of any food allergies).
- Inform parents of any significant changes in the eating habits of their child.
- Model healthy attitudes towards washing hands before and after meals.
- Will hold infants for bottle feeding until able to hold his or her own bottle
- Will place toddlers in feeding chairs or other age-appropriate seating apparatus to be fed. The feeding chair or other seating apparatus shall be disassembled for cleaning purposes.
- Staff will discard any unused liquid in bottles or cups to prevent the spread of germs.
- Staff will allow children time to eat and drink at their own pace.
- Staff will respect parent's decision as to when and what solid foods will be introduced, while working within the guidelines of NC DCDEE.

PARENT COMMUNICATION

Parent communication is a top priority for MCLA. Without parent support and communication, students may falter in rising to the challenge you set for them. When communicating with

parents, remember that communication is two ways. Use the verbiage and tone of the administration. Get all widely sent parent letters approved with the office administration.

MCLA will ensure that communication to parents and students is both given and received with accuracy, integrity and thorough details. To assist you in this mandatory endeavor and to protect the quality of your instruction and adherence to directives, some year-long forms are in the form section of this handbook and available for print at your convenience on Google-docs. For more details on how teachers will communicate with parents, see the later section on parent conferences and communication.

Parents may receive school communication via memos, newsletters, school website, automated phone message system, emails, newsletters, and school meetings and workshops, or personal phone calls. It is extremely important for parents to notify the school immediately of any phone number or address changes. In addition, please check your Pre-k student's book bag and behavior log daily for school memos.

PARENT PARTICIPATION

We recognize that the child is an individual as well as a member of a larger unit, his/her family. Strong, viable parent/teacher relationships promote effective communication and participation. The staff works closely with parents for the benefit of the child and includes families in the curriculum and special events.

We welcome and encourage parent participation in all aspects of our program. From sharing important family and cultural information with us, to joining your child for lunch, family support is greatly appreciated. MCLA reserves the right to prevent, discourage, and eliminate any behavior or activity deemed inappropriate, negative, or harmful to the safety of our students and staff.

For safety reasons, all who participate as volunteers are required complete a criminal background check and a TB test before volunteering in the class.

ADDITIONAL ITEMS PROVIDED BY PARENTS

Parents should send to school:

1. A extra change of clothes (seasonal – including pants/short, shirt, socks/underwear).
2. A blanket or towel for naptime. For safety reasons, infants are not allowed to sleep with blankets in cribs.
3. Pampers (for infants and toddlers), pull-ups (for infants not potty trained), and wipes
4. Items requested must be brought to the center in a recyclable bag. Only school-age, before and after care students are allowed to bring back packs.
5. Teachers may request additional items as needed.

Please do not allow your child to bring:

1. Toys or costumes of any kind
2. Money
3. Due to regulations by the NC Department of Health and Human Services (Child Care Licensure) we do not permit children to bring any animals or rodents to visit classrooms.
4. Candy, gum, “junk food” or soda

5. Anything that you are not sure of, please check with your child's teacher.

DAILY SCHEDULE

6:00 AM	WELCOME STUDENTS
6:30 AM	FREE CHOICE LEARNING
7:30 AM	BREAKFAST/FREE TIME
8:30 AM	FREE CHOICE
8:45 AM	TEACHER ACTIVITY (TBD)
9:00 AM	CIRCLE TIME
9:15 AM	STORY TIME
9:30 AM – 10:30 AM	OUTDOOR PLAY
10:30 AM	FREE CHOICE/PREP FOR LUNCH
10:45 AM – 11:15 AM	LUNCH
11:15 AM	TEACHER ACTIVITY (TBD)
12:00 PM	NAP TIME
1:45 PM	PREP FOR SNACK
2:00 PM	WAKE UP/DIAPER CHANGE
2:15 PM	SNACK TIME
2:30 PM	FREE CHOICE
3:30 PM	OUTDOOR PLAY
4:30 PM	TABLE TOP ACTIVITY
4:45 PM – 6:00 PM	PREPARE TO SAY GOODBYE

CLEANING SCHEDULE

MCLA follows Health and Sanitation, and Licensing requirements for cleaning with soapy water, sanitizer, and disinfectant every school day. Each room of our school is cleaned daily by our teachers:

- Toys sanitized daily
- Sheets washed weekly
- Floor swept & mopped daily
- Bathroom cleaned and sanitized twice daily. (during rest time & end of day)
- Sanitizing, Disinfectant, and cleaning solution will be used daily

Our facility participates in inspections from the Cumberland County Health Department and the NC Department of Health and Human Services: Division of Childcare Development and Early Education.

VISITOR AND VOLUNTEER PROCEDURES

Parents/guardians and visitors are expected to stop in the main office and sign in at any time they are visiting and volunteering in the classroom. This includes volunteer time, having lunch with your child, going on a field trip, or attending a conference or meeting. These procedures are critical to maintain the safety of our center and all of the children. The health department conducts monthly sanitation and safety inspections. An individual's bags and/or purse can be

searched if an inspection is conducted in the classroom when a parent is volunteering. Any item found in a purse, that is labeled “Keep out of Reach of Children,” will result in our center being cited for a health code violation and temporarily closed. Please leave all bags, backpacks, and/or purses in the trunk of your vehicle when volunteering, attending a conference or meeting, having lunch with your child, and/or attending off-premise activity.

PARENT BEHAVIOR

Parents are expected to behave in a courteous, safe, and orderly manner. Parents must read the Parent Code of Conduct in its entirety, sign, and date the Parent Code of Conduct acknowledging understanding. Inappropriate behavior is unacceptable, will not be tolerated, and will be addressed accordingly.

HARASSMENT

Harassment in any form towards our students, staff, parents, and or visitors will not be tolerated. If violations occur, further disciplinary action will be taken.

GRIEVANCE POLICY

For any parent concerns, please notify the teacher immediately. If there is no resolution, contact the center at (910) 600-7977 and inform the director of your concern. At this time, you may be requested to submit your concerns in writing or by email, info@majesticlearning.com.

There will be no activities, instructions, or communication that promote religious beliefs directed towards any child at any time. Please notify the director or child’s teacher of any school activities your child may not be allowed to participate in due to religious and/or cultural beliefs.

SMOKING/VAPING, TOBACCO AND DRUG RESTRICTIONS

This is a smoke-free, vape-free, drug-free, alcohol-free facility. Smoking and the use of any product containing, made or derived from tobacco, including e-cigarettes, cigars, little cigars, smokeless tobacco, and hookah, is prohibited on the premises of the child care center (within 100 ft), in vehicles in the parking lot, in vehicles used to transport children, or during any off-premise activities, to include field trips. This policy also includes the use of alcohol and/or recreational drugs. The use of any of these substances is strictly **prohibited**. This policy applies to all staff, parents, visitors and/or family members. Please inform spouses or those on your pick-up list about the policy.

GUN RESTRICTIONS

Firearms and ammunition are prohibited in a licensed child care center unless carried by a law enforcement officer.

PROGRAM TERMINATION

MCLA reserves the right to dismiss any child from its program for any reason, to include disruptive or inappropriate behavior. When parents or a child does not abide by the policies of Majestic Childcare and Learning Academy, the parents will be called for a conference with the center Director, if applicable. If no resolution is found and the the situation does not improve, your child may be in jeopardy of being terminated from the program.

DEMOGRAPHICS

School Colors

Orange, White & Black

School Mascot

Majestic Tigers

Website: www.majesticlearning.com

Email: info@majesticlearning.com

Office Number
(910) 600-7977

Location and Mailing address:
6039 Morganton Road
Fayetteville, NC 28314

Hours of Operation
6:00 A.M. – 6:00 P.M.
(Saturday, Sunday, and 2nd shift options available)