



# Y-KIDS TERMS & CONDITIONS

## CYF & OSCAR

This YMCA programme has been approved under CYF & OSCAR standards. All care will be taken to provide a safe and well supervised environment for children attending the programme in accordance with these standards.

## ACTIVITIES

We aim to follow a programme and give acceptable notice of all changes to activities and programming; however this is not always possible. Please understand activities may change without notice if circumstances demand. The YMCA is not obliged to offer any compensation for this occurring as limited numbers and other circumstances must be met to run all sessions.

## SIGNING IN & OUT

All children must be signed in and out of the programme when dropped off or picked up. The YMCA is not responsible for children once signed out of the programme. If you require your child to make their own way to or from the programme, please complete a consent form (available from your centre). You must also advise the YMCA in writing if your child is to be collected by any person other than those detailed on this enrolment form. Children must be picked up by 6:00pm. A late pick up fee of \$20 per child for the first 15 minutes and \$1 per minute thereafter will be charged.

## POLICIES & PROCEDURES / HEALTH & SAFETY

You understand that with all children's programmes there are risks involved. The YMCA manages risk by having and implementing our OSCAR Policies and Procedures document which is available to view at your centre. This document includes our child collection policy, refund policy and complaints policy. This document also has safety procedures, as well as rules and boundaries for all children that must be complied with. All care will be taken to provide supervision of all children attending the programme in accordance with OSCAR Policies and Procedures and at the judgment of the Children's and Youth Programmes Advisor, Team Leader, Centre Manager and staff. The YMCA is not responsible for loss and damage to children's possessions. Our before and after school care programmes cannot accommodate sick or injured children. Parents or emergency contacts will be advised to collect children who are unwell or need moderate medical attention. In serious cases, an ambulance will be called. Parents are to accept responsibility for any costs that are incurred as a result.

## BEHAVIOUR

If your child continually acts inappropriately, or places other children in danger you will be contacted. If problems continue, we will consult with parents and school partners to determine if access to the programme may be withdrawn.

## PHOTO CONSENT

If you give permission for your child to be photographed, photos will be displayed in house and we reserve the right to use them in our advertising and marketing.

## FINANCIAL QUERIES

For all invoicing or financial queries, please contact our Y-Kids administrator on 04 568 3252 ext 708 or email [y-kids@ymcawellington.org.nz](mailto:y-kids@ymcawellington.org.nz).

## REGISTRATION

You can register for 2017 out of school care on-line through our website or by downloading this registration form. Registration must be completed each year prior to making a booking.

## BOOKINGS, BOOKING CHANGES AND ABSENCES

All our centres have a maximum approved capacity. If you have not booked your child in, we may not be able to accommodate them. All changes to bookings and absences (whether last minute or not) require notification. Refer to our schedule of fees on-line for any additional or reduced charges.

### To make a booking (subject to availability)

Greater than 2 full working days' notice	<ul style="list-style-type: none"> <li>• Standard fees apply</li> <li>• May be done on-line, directly with the Centre or through the office</li> </ul>
Less than 2 full working days' notice	<ul style="list-style-type: none"> <li>• Additional casual booking fee applies</li> <li>• Can only be done directly with the Centre or through the office</li> </ul>

### To cancel a booking

Greater than 4 full calendar days' notice	<ul style="list-style-type: none"> <li>• No charge</li> <li>• May be done on-line, directly with the Centre or through the office</li> </ul>
Less than 4 full calendar days' notice	<ul style="list-style-type: none"> <li>• Full fee applies</li> <li>• Can only be done directly with the Centre or through the office</li> </ul>

### Absence (Please notify the Centre directly or our office so we can update our roll)

If a child is sick, away from school and notified prior to 11am on the day	<ul style="list-style-type: none"> <li>• Fee is reduced</li> </ul>
Otherwise absent	<ul style="list-style-type: none"> <li>• Standard fees apply</li> </ul>
If an absence is not notified and we have to call you	<ul style="list-style-type: none"> <li>• Standard fees apply, and</li> <li>• A phone fee applies</li> </ul>

**On-line:** [www.ymcawellington.org.nz](http://www.ymcawellington.org.nz)

**Centre:** refer website for contact details or ask your Centre Manager

**Office:** [y-kids@ymcawellington.org.nz](mailto:y-kids@ymcawellington.org.nz) or 04-568-3252 x708

## PAYMENT & BILLING INFORMATION

You can pay with internet banking, WINZ subsidy or by credit card (online only). You can also give us a call to discuss payment method. We encourage our customers to set up an automatic payment via internet banking to pay for their out of school care services. Our bank account number is 06-0507-0076522-03. Please use your customer code as your reference. Automatic payments can be set up through your internet banking or through your bank.

## COLLECTIONS POLICY

YMCA of Greater Wellington is a not-for-profit organisation dedicated to providing social and recreational services for kids, families and communities in the lower North Island.

In order to fund these services on a continuing basis, the YMCA needs to generate sufficient cash flow to pay all service costs and provide suitable equipment for the safety and enjoyment of all.

Main sources of income are from:

- Charging customers affordable rates for the services they use.
- Government subsidies to cover otherwise loss making programmes.
- Donor community generosity to fund infrastructure and scholarships.

Margins are tight, and as 70% of our funding comes from our customers, we rely on them to pay their bills promptly.

Our ability to provide extended credit to our customers is severely limited and consequently we enforce a very strict payments regime, followed by an active overdue collections policy.

- We provide services to our customers (on credit) on the basis that they will pay their account balance by the last day of the following month.
- If the account is not paid and becomes overdue by one month, we assume there is an unresolved billing issue, or a temporary lapse from our customer. In this situation we provide a "reminder" to prompt action.
- If the debt is two months or older we will make contact with the client about their account and, depending on the outcome, relevant action will be taken, this could include suspension of attendance or debt collection. Formal collection proceedings can include referral to a Collection Agency. These costs will be forwarded on to the parent or caregiver.

You agree to pay for all booked sessions and understand that access to the programme may be withdrawn if fees are in arrears. You also understand that there may be fees involved in changing or cancelling your booking as per our fees table.

## WINZ PAYMENTS

As a parent receiving a WINZ subsidy it is your responsibility to ensure WINZ is making payment of the subsidy and to notify WINZ of a change in hours for your subsidy. Any WINZ over payments are refunded back to WINZ. You are required to pay the balance between the WINZ subsidy and the cost of the care you receive. In the event that WINZ does not pay, you are liable for all fees.

We have developed a set of guidelines which we believe is consistent and reasonable across the board. We have the right to introduce and change fees and charges in connection with our services, we will notify you of any such changes.