

TERMS & CONDITIONS

By making this booking, you are agreeing to the following terms and conditions, including enrolling your child in a YMCA programme.

FEES, ABSENCES AND REFUNDS

You agree to pay for all the sessions booked. If you book by **9th April** you **save 5%** on your booking.

Cancellations/Change Day's

Cancellations or changes to existing bookings notified to the centre supervisor with four full calendar days' notice will result in no charge. Cancellations or changes to existing bookings with no notice given or if notice is under four calendar days will result in full charge.

In the event your child is sick from our programme you will be charged \$20 instead of the booked fee, this does need to be reported to the centre supervisor by 8.30 am that day.

If a child does not attend the service due to a family emergency or other extenuating circumstances a credit may be arranged at the discretion of the YMCA for the day/s to be attended in the next holiday programme. This credit will not be extended further than the following holiday programme.

All absences must be notified as soon as possible to the supervisor of the centre even if it is on the day of the absence. A phone fee will be applied at the discretion of the supervisor for any phone calls made to verify non-attendance.

ADDITIONAL CHARGES

Late pick up fee

A late pick up fee of \$20 per child for the first 15 minutes, and \$1 per minute after this point, will apply if children are not collected prior to programme closing time. Exceptional circumstances will be taken into consideration.

Before and after care

If your child is booked in for the day programme only, and you drop your child off before 8:30 am or after 3:30 pm, you will be billed for the additional care.

If for any reason, a staff member needs to make a phone call to you, then you may be charged a \$5 phone fee in addition to any applicable fees.

If your account is overdue and requires debt collection, you, the client, will be liable for any and all legal collection charges necessary to recover this amount. Your child will not be allowed to attend programmes until the debt is cleared.

IMPORTANT INFORMATION FOR PARENTS

Signing In/Out

All children must be signed in and out of the programme upon picking up or dropping off your children. 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).

Activities

We aim to follow our advertised 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.

A copy of our **OSCAR** policies and procedures are available at each holiday programme centre. This document includes our Child Collection Policy, Refund Policy and Complaints Policy.

Consent

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

CYF & OSCAR

Our YMCA Holiday Programmes have been approved under CYF and 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.

Risk

You understand that with all kids programmes there are risks involved. The YMCA manages risk by having and implementing our Out of School Programme Policy and Procedures document. This document has safety procedures, as well as rules and boundaries for all children that must be complied with. If you wish to see a copy of this document please ask at your centre. YMCA assures that all care will be taken to provide supervision of all children attending the programme in accordance with policies and procedures and at the judgement of the Y-Kids OSCAR Manager, Operational Managers, programme supervisor and staff.

The YMCA is not responsible for loss and damage to children's possessions. 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 accept responsibility for any costs that are incurred as a result of medical attention required.

Behaviour

If your child continually acts inappropriately, or places themselves, other children or staff in danger you will be contacted. If problems continue, access to the programme may be withdrawn.

We cannot guarantee delivery of email, as it relies on an external source. Please note that your obligations to make payment on the account remains. You need to ensure that your email address is kept up to date - if it changes, make sure you let us know, as with the rest of your contact details.