

# TERMS & CONDITIONS



By making a Y-Camp booking, you are agreeing to the following terms and conditions, including enrolling your child in a YMCA Programme.

## **Fees, Cancellations and Absences**

You agree to pay for all camps booked.

**Cancellations:** Cancellations or changes to bookings notified to the Kaitoke Management team with no notice given or if notice is under four working days will result in full charge. A \$5 administration fee will be charged to all bookings made within two working days of the camp starting. Please note these can only be done after consultation with Kaitoke Management and if spaces allow.

Refunds/credits will not be given for absences due to illness or injury. This is at the discretion of the Kaitoke Management Team. This includes situations where a camper is sent home from camp during their stay due to illness, injury or behaviour.

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. If a child does not attend due to a family emergency or other extenuating circumstances a credit may be arranged at the discretion of the YMCA for a camp to be attended in the next school holidays. This credit will not be extended further than the following school holidays.

All absences must be notified as soon as possible to the Kaitoke Management Team even if it is on the day of the absence.

## **Additional Charges**

**Late pick up fee:** A late 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 at the end of the camp. Exceptional circumstances will be taken into consideration.

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

**Activities:** The safety of each individual is of the utmost importance. YMCA Camp Kaitoke may alter the programme at any time, in order to ensure the safety and well-being of all participants. Substituted programme will be more appropriate to the circumstances, and of similar worth. The YMCA is not obliged to offer any compensation for this occurring.

A copy of our OSCAR Policies and Procedures are available at camp. This document includes our Child Collection Policy, Refund Policy and Complaints Policy.

If you give permission for your child to be photographed, photos will be displayed in house and potentially on our Facebook page. We reserve the right to use them in our advertising and marketing collateral.

### **Risk**

Our YMCA Camps have been approved under CYF & OSCAR Standards.

You permit your child to attend Y-camp at YMCA Camp Kaitoke, and to participate in outdoor activities. You acknowledge that certain risks and hazards are inherent in camp activities and cannot be eliminated without destroying the unique character of the activities. Risks at camp are managed by systems which meet national guidelines.

Camp activities may include but are not limited to: abseiling, tramping, low ropes course, team building, swimming, high ropes course, giant swing, superfox, kayaking, canoeing, archery, fire building, campfire cooking, orienteering, tyrolean traverse, games and sports, mudslide, flying fox, bush exploration, visiting an animal sanctuary, and conservation projects. Camp activities may also include transportation to and from Camp Kaitoke. Campers may also sleep outside, in tents, in bush huts or in DOC huts.

If campers place themselves, other children or staff in danger you will be contacted. You will also be contacted if your child is continually misbehaving. If problems continue, access to the programme may be withdrawn. The Kaitoke Management team has the discretion to send campers home for repeated or severe misbehaviour. Campers will also be removed if they are negatively affecting the camp experience for other campers. In all these circumstances, refunds will not be issued.

If you choose to remove your camper from camp there will be no refund. YMCA Camp Kaitoke and YMCA Greater Wellington are not responsible for loss, theft or damage to personal property.

You have ensured that the health history and information provided to the YMCA is correct so far as you know. If your child requires minor remedies such as non-prescribed medication, e.g. Panadol, a staff member will contact you for verbal permission.

Camp staff hold current first aid certification. There is no doctor on site. In the event that the contacts listed cannot be reached in an emergency, you give permission for urgent medical treatment to be provided at your expense.

### **Behaviour**

With a lot of young people in a camp situation for a week at a time, behaviour issues will crop up that we need to deal with. As an MSD approved child care provider we do our best to deal with these and all our staff undergo ongoing behaviour management and child protection training. Our focus is to be open and honest and have clear ways of communicating with campers and parents/caregivers to give all our campers the best possible experience they can have at Kaitoke.

To that end we have introduced a communication and re-reporting system to ensure that parents and caregivers are informed of any behavioural issues experienced – this consists of a form to parents/caregivers at the conclusion of the camp to communicate any behavioural challenges during the week. Parents and caregivers will be asked to sign this form on sign-out at the end of each week to state they have read and understood what has happened.

The YMCA New Zealand behaviour management handbook will be available should any parents request this. Nothing changes in terms of more serious incidents whereby parents/caregivers will be

called straight away and the situation handled as appropriate. At no time do we take sending campers home lightly but we will do it for serious situations. This may result in exclusion from future Y-Camps if deemed serious enough.

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

### **Medication**

We collect most medications when you arrive at camp. Our staff will administer medications as appropriate. Please ensure your camper knows to hand in all medicines, herbal remedies, vitamins and supplements. We do not allow campers to self-medicate with Panadol, Aspirin or other products. If you feel your camper may need Panadol while at camp, ie; headaches/ aches and pains please fill out a medication form. Females can see staff if they have cramps or period pains. Asthma treatment inhalers (ventolin etc.) should be carried by older campers, or by staff for younger campers. To help speed up the check in process, if your child is bringing medicine to camp, feel free to download our 'administrating medication' form on our website and bring it filled in to camp when dropping your children off.

### **Agency Referrals and serious behavioural issues**

The YMCA aims to build strong kids, strong families and strong communities. We do this in a big way though the programmes we offer at YMCA Kaitoke. That being said, with the staffing ratio's we are guided by we cannot always offer the level of care needed for campers with significant behavioural and other complex personal issues. We recognise that not all our agency referrals fall into this category but our leadership team will require a meeting with the parents/caregivers or social workers prior to confirmation of a booking for campers in this situation. We do this to make sure we can provide a safe, stimulating experience for all our campers and staff alike and it is important that we have all the information at hand when deciding if we can accommodate all the young people that wish to come on the Y-Camp Programme.