



Please read our terms of service. You must accept them to complete your order.

TERMS & CONDITIONS for 2019 After School Care

By making this booking, you are agreeing to the following terms and conditions.

Fees, Absences and Booking Changes:

Upon enrolment into our programme, you agree that all booked sessions will be paid for, with exception to the below:

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">▶ Standard fees apply▶ May be done on-line, directly with the Centre or through the office
Less than 2 full working days' notice	<ul style="list-style-type: none">▶ Additional casual booking fee applies▶ Can only be done directly with the Centre or through the office▶ Any changes on the day of care must be communicated by 11am (penalties may apply)
To cancel a booking	
Greater than 7 full calendar days' notice	<ul style="list-style-type: none">▶ No charge▶ May be done on-line, directly with the Centre or through the office
Less than 7 full calendar days' notice	<ul style="list-style-type: none">▶ Full fee applies▶ Can only be done directly with the Centre or through the office▶ Any changes on the day of care must be communicated by 11am (penalties may apply)

- ▶ 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.
- ▶ The YMCA reserves the right to alter fees and charges in connection with our services. We will give 30 days' notice of any changes.

Absences:

Please notify all absences to the Centre, this helps us in the planning of our programmes and lets us know that your child is safe. If we don't receive notification of absence, we will contact you to ensure the safe whereabouts of your child.

**Sick Fee:**

If your child is sick and absent from school, please notify the centre before 11am and we will reduce your fees to our \$6 Sick Fee. Please note, if we don't receive notification of your child's absence, then the full fee will be charged. The YMCA reserves the right to request a medical certificate.

Please refer to www.ymcawellington.org.nz or contact your local office:

Location	Contact Details
Greater Wellington	y-kids@ymcawellington.org.nz Ph: 04-568-3252 x708
Whanganui	oscaraccounts@ymcacentral.org.nz Ph: 027 269 1452/06 349 0197
Palmerston North	kevin.talbot@ymcacentral.org.nz Ph: (06) 358 8921 / 027 653 7635

Enrolment fee:

The YMCA reserves the right to charge a deposit in advance to cover any expected WINZ arrears. This deposit will be credited to your account once WINZ arrears are cleared.

Casual bookings:

Please note that any bookings that are made with less than 2 days' notice will be classed as a casual booking and will attract a casual booking fee. This fee is the normal fee + \$5.00.

Late pick up:

We all have unavoidable delays, but please let us know if you are going to be late to the programme. This helps us reassure your child and organise staff. Any pick-ups that are later than 5 mins after the closing of the programme, will incur a late fee.

Our late fee is \$20 per child for up to the first 15 minutes, and \$1 per minute after this point.

Should there be recurring late pick-ups, YMCA reserve the right to take further action including removing access to the programme.

Exceptional circumstances will be taken into consideration.

School Early Closure:

On days that school closes early, we will open our programme early. The charge for this is \$6.00 per hour until 3pm, and then the normal ASC fee applies. If this is your normal booked



session, your child will be automatically enrolled for the early finish. If you do not need care, it is your responsibility to ensure that this is cancelled. Our normal cancellation policy applies.

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 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 dropping or picking up 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). 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.

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.

Transport:

Where programme activities require children to be transported, children may be transported by bus, YMCA vehicle or on foot. At all times when children are being transported, the ratio will be 1 adult to 8 children. The YMCA uses reputable bus companies. All YMCA vehicles will comply with NZTA legislation and be driven by staff members that hold a clean full NZ drivers licence. By agreeing to these terms and conditions, you agree to your child being transported when required. Please refer to the YMCA transport policy for more details.

Photography Consent:

If you give permission for your child to be photographed, you grant rights to use the images resulting from the photography, and any reproductions or adaptations of the images for fundraising, publicity or other purposes to help achieve the YMCA's aims. This might include (but is not limited to), the right to use them in their printed and online publicity, social media, press releases and funding applications. All imagery will be held securely by the YMCA for a maximum of 3 years.

If you have any queries/ concerns regarding photography or images that have been collected, please contact YMCA Management.

MSD Standards:



Our YMCA programmes have been approved under Ministry of Social Development 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.

Policies & Procedures/ health & safety:

You understand that with all kids' programmes there are risks involved. The YMCA manages risk by having and implementing our Policy and Procedures document. 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. 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 judgment of the Y-Kids staff team.

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:

We have a duty of care to all children in our care and work under strict ministry guidelines. Ongoing behavioural concerns can put the safety of other children at risk. 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. Refer to the YMCA Behaviour Management Policy for more details.

Billing:

YMCA has a relationship with Ezidebit for direct debiting services. A direct debit is established at the time of making your first booking and will come out fortnightly after the care has been given. The direct debit amount may alter dependent on the cost of care owing and any WINZ payments made. Please note some banks may charge additional fees for establishing a direct debit.

For all invoicing or financial queries, please contact our administrators;

We can not guarantee delivery of emails as it relies on an external source. Please note your obligation to make payment on the account remains



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 cashflow 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
- ▶ Donor community generosity to fund infrastructure and fee assistance

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 fortnightly via direct debit. If the direct debit is not paid, 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 direct debit payment is unpaid for two payment periods, we will contact the customer 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:

YMCA accepts Winz subsidies. It is important to remember that it is **your responsibility** to ensure your paperwork is submitted to Winz before the programme begins.

We will email our portion of the form out to you within two working days. If you have not received these within two working days, please contact us.

Any balance **not** covered by Winz before the fortnightly direct debit will be taken in full. This includes any charges incurred if WINZ declines your subsidy and you do not cancel your booking within the timeframes specified in our Parent Handbook. Details to follow in your booking summary email.



Privacy Statement:

YMCA is committed to keeping children healthy and safe. As per the privacy act, should there be any welfare concerns relating to your child, where specialist advice and guidance is needed, YMCA will be required to share any relevant information with appropriate agencies (such as Oranga Tamariki, health and education providers, police etc) with or without parental consent. Any questions, or for further guidance, please speak to your YMCA centre manager or view YMCA Greater Wellington policies and procedures.

We have developed a set of guidelines which we believe is consistent and reasonable across the board.

A copy of our policies and procedures are available at each Centre or online [at www.ymcawellington.org.nz](http://www.ymcawellington.org.nz). This document includes our Child Collection Policy, Refund Policy and Complaints and Feedback Policy.