



Out of School Care

Welcome to YMCA Out of School Care

You are about to register your child/ren at a YMCA Out of School Care service and we would like to inform you of our terms and conditions. Please read this letter carefully regarding your responsibilities when enrolling. Bookings and cancellations must be made at the YMCA office, this can be done by phoning 758-3666 x3 and leaving a message or by e-mailing Oscar@ymcataranaki.org.nz - before 2pm daily. Messages are checked until 2pm on week days. **After 2pm please contact the service direct on the supervisor's cell phone.**

Terms & Conditions

Payments

Online payments can be made to bank account number: 15-3953-0477872-02. Please use your child's first name, surname and school as a reference. Eftpos, cash and cheque payments can be made at the YMCA. No payments will be accepted onsite. **You must pay the first week in advance at the time of enrolment.** If the YMCA receives no subsequent payments, your child may be suspended from care subject to payment in full. For all invoicing or financial queries please contact our Y Kids administrator on 06 758 3666 ext. 3 or email oscar@ymcataranaki.org.nz.

Cancellations/Absences

There will be a \$2 administration charge per child when a booking change is submitted to the YMCA. If a cancellation is submitted between 2 working days and 1 working day (48-24 hours) before the intended cancellation, you will be charged 1/2 the amount of the booked session. If a cancellation is submitted within 1 working day (24 hours) of the intended cancellation, you will be charged the full amount of the booked session. Please note, notice must be given to the YMCA office. In cases where notification is received only by the site supervisor and not at the YMCA office, you will be charged a full fee for the day. If a child does not attend the service due to extenuating circumstances, a credit may be arranged at the discretion of the YMCA.

Fees

A late fee of \$10 per child for the first 10 minutes and \$1 per minute after this point will apply if children are not collected prior to the programme closing time. Exceptional circumstances will be taken into consideration at our discretion. A \$5 fee will be applied when the YMCA office is not notified of absences. A \$2 phone fee will be applied at the discretion of the YMCA for any phone calls made to verify non-attendance.

Overdue Accounts

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

Refunds

Refunds will be given at the time of cancellation of care. Refunds to continuing clients will be made at the discretion of the YMCA and may be subject to maintaining a credit equal to one week's fees.

WINZ Clients

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



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Additional Care

Notice of additional bookings must be submitted to the YMCA office no later than 2pm on the date care is required. In the event that a service is full, the YMCA may decline a request for additional care. When school closes early we will charge \$4 per hour from closure to 3pm and the normal session fee will apply from 3pm onwards.

Signing In and Out

All children must be signed in and out of the programme upon pick up and drop off. 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 service please complete the consent form (available from the YMCA office). If your child is to be collected by any other person than those detailed on this enrolment form, please advise the YMCA.

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. The YMCA is not obliged to offer any compensation for this occurring.

Risk

With all programmes there are risks involved. The YMCA manages risk by having and implementing our OSCAR programme policy and procedures document. A copy of our OSCAR policies and procedures is available at each programme site. Programmes are approved under MSD & OSCAR standards. YMCA assures that all care will be taken to provide a safe and well-supervised environment for children attending the programme in accordance with these standards. The YMCA is not responsible for loss and damage to children's possessions.

Illness

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. The client has responsibility for any costs that are incurred as a result of medical attention required. Any child with a fever, rash, sticky eyes, diarrhoea or vomiting is required to stay home until 24 hours after symptoms settle.

Photo 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 material including web and social media sites.

Behaviour

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

Privacy

Information provided on this enrolment is required for statistical purposes, MSD audits and to ensure contact in an emergency. YMCA Out of School Care adheres to the principles of the Privacy Act 1993.