



TERMS AND CONDITIONS FOR FUN HOLIDAY ADVENTURES & PRIDE ESCAPE HOLIDAY PROGRAMMES

1. Enrolment

1.1 An enrolment form is required for each child before they will be accepted as a cub into any Pride Lands Holiday programme.

1.2 The enrolment form must be completed in full including emergency contact details, authorised persons who can collect the cub(s) and any food allergies/health problems.

1.3 Cub(s) enrolled that demonstrate challenging behaviour(s) or pose a safety risk to either themselves or others may be required to go on a one-on-one support system. This will be either be provided by parents as long as they are approved by Pride Lands (and must have a clean police record, two references and a current first aid certificate) or provided by Pride Lands with the same clearance. The standard fee of an additional \$11.00 per hour will apply.

1.4 Enrolment is complete when

- the Pride Escape or Fun Holiday Adventures online enrolment form is completed, submitted and received by Pride Lands or when the enrolment form is filled in, signed and received by the Pride Lands office,
- these Terms and Conditions are signed and returned to the Pride Lands office or by sending an email stating you agree to the 2017 Terms and Conditions and
- full payment/winz confirmation is received by Pride Lands.

1.5 Pride Lands must be notified immediately if there is any change of circumstances that may affect the accuracy of the details provided in the enrolment form.

2. Hours of Operation

2.1 The hours of operation for Holiday Adventures and Holiday Programmes will be set in advance and outlined in each respective brochure, website or enrolment form. The hours will be subject to change with reasonable notification by Pride Lands.

2.2 If a cub is collected after the end time stated in the programme outline then a penalty charge of \$1.00 per minute will be incurred.

2.3 Pride Lands is not responsible for cub(s) before 7.00 a.m. or after 7.00 p.m.

3. There is a minimum of two adults supervising the cubs at all times, from 7am-7pm during our Fun Holiday Adventures and Pride Escape programmes. An exemption to this requirement may be possible where risks for cub and staff safety are appropriate managed. Pride HQ will document the reasons for this exemption and how risks will be managed to parents and Ministry of Social Development before implemented. This is called a **sole charge position**.

4. Obligations of parents

4.1 Parents will dress their cubs appropriately and provide sunhats, sunscreen, jackets, warm hats, spare clothes etc.

4.2 Cubs are not allowed to leave the Holiday Programme except when signed out by a caregiver or authorised person.

4.3 All cubs will be held responsible for their behaviour.

4.4 If Pride HQ raises an issue about a parent's behaviour, the parent is expected to address concerns as expediently as possible. Failure to do so may lead to the parent's cub(s) enrolment being suspended or cancelled indefinitely.

4.5 Parents must complete permission slips for their cubs at the start of every holiday programme before they can be allowed to attend a trip day or Escape with Pride Lands.

4.6 Complaints about the programme or staff members should be directed to the Director of Pride Lands, Mr Moses Ariama, who will attempt to rectify the situation. Where possible a mutually agreeable outcome will be sought.

4.7 Cub(s) are not allowed to bring electronic equipments or gadgets such as phones, ipads or video games to the programmes.

4.8 Parents are required to nominate on their enrolment form or in writing during the term, anyone who is authorised to pick-up their cub(s) when they can't. This includes emergency contacts. Unauthorised individuals (including family and friends) will not be allowed to take a child out of the centre without prior written approval from the person that enrolled them and will be sent away.

4.9 Parents must notify and clearly state the full details of any extracurricular activities their cub(s) are involved in on their online enrolment or in writing to head office if it clashes with Pride Lands. Head office or the centres must also be notified of any

changes that occur in regards to the activities that could also affect cub(s) attendance.

- 4.10 Parents who wish to visit Pride Lands programmes other than the one they have enrolled for require a permission slip from head office to be presented to staff at the programme.
- 4.11 Parents who select '**No**' on their online enrolment or unsubscribe from our e-mail lists accept that they may not receive important information relevant to the services we offer at Pride Lands.
- 4.12 Parents who choose not to read or follow our communication channels such as e-mails, social media, newsletters and so on may also not receive important information to the services we offer at Pride Lands including emergency situations.

5. Cancellation/sickness

- 5.1 Sick cub(s) will not be accepted into care and alternative arrangements should be made by their parents/guardians.
- 5.2 In the event of an accident or illness, parents/guardians will be notified as soon as possible. If they cannot be contacted, the next of kin or emergency contact will be notified as soon as possible.
- 5.3 Parents will be responsible for any medical expenses incurred in the case of urgent treatment of their cub.
- 5.4 If a cub becomes sick their parents will be notified and may be required to collect their cub immediately.
- 5.5 Cancellation of a cub's enrolment must be done in writing and sent or e-mailed to Pride Lands office at least one week before the cub is expected. Late cancellations will incur an administration fee of \$30.
- 5.6 Pride Lands must be notified if a cub will not be attending the programme as soon as possible. Preferably 9.00a.m at the latest on the day.
- 5.7 If late notification is given (after 9.00am), it will be the parent/caregiver's responsibility to contact a Pride Lands Member directly to inform them of any change when it comes to their cub(s) attendance. This can be done by calling Pride HQ or calling the programme directly and speaking to staff or leaving a message on the club phone.
- 5.8 Cancelled shuttle booking that is on foot will incur standard \$5 charge.

6. Confidentiality/Privacy

- 6.1 Pride Lands will ensure the confidentiality and privacy of cubs at all times in accordance with the Privacy Act 1993.
- 6.2 No information will be disclosed without the Director's and parent's permission or as required by legislation, for example, Health & Safety Act.
- 6.3 Special diet and medical information, contact details of parents/care givers and phone numbers of emergency contacts will be made available to Pride Lands staff.

6.4 All files holding confidential information will be duly secured and kept away from the access of unauthorised persons.

6.5 MSD have access to enrolment information during assessment process.

7. Fees and charges

7.1 Early-bird/or any discount advertised only applies when a cub is enrolled and full payment is completed within the discount period advertised. Standard fees will be charged beyond the cut-off date.

7.2 Fees must be paid at least one week in advance of the day of the commencement of the holiday programme. Late payment may incur a \$20 penalty. Payment on time requires payment to be made in the Pride Lands account by the due date stated.

7.3 Parents in need of a payment plan will be allowed to make weekly payments before the start of each Fun Holidays week so that they do not have to pay everything all at once (a one off \$20 late fee will apply if you choose this option as per our terms and conditions)

7.4 Fees can be paid directly to the Pride Lands bank account provided on the invoice by internet banking/direct credit. Payments by cash can be made at the office during business hours. Cheques are to be made payable to Pride Lands.

7.5 After a booking has been received by Pride Lands there will be no refund of fees owing or paid, unless notification is received five clear days before expected attendance at the holiday programmes.

7.6 Wild Card discounts only applies if you have purchased one to begin with and will automatically be renewed and invoiced to you every year until a written cancellation letter is received from the parent/guardian that purchased it.

7.7 Pride Lands fee structure applies in every situation. 1 week = 5 days, therefore a weekly rate applies and below that a daily rate applies, that includes weeks with public holidays. Parent(s)/guardian(s) will be invoiced for expected attendance (based on enrolments) and not actual attendance (based on register).

7.8 Pride Lands reserves the right not to accept cubs into the programme if fees have not been received at least two working days before attendance.

7.9 If Pride Lands does provide care and there are fees remaining unpaid 30 days after the due date on the invoice, the outstanding account may be forwarded to a debt collection firm for recovery. All costs including actual solicitor costs associated with the collection of overdue fees are liable to be paid by the cub(s) parents(s)/guardian(s) as signed below.

7.10 Pride Lands reserves the right to withhold service or terminate an enrolment whose debt reaches our debt collectors.

7.11 In addition, 10% per annum is payable on all overdue fees.

7.12 Parents who have trouble paying the fees should contact the director of Pride Lands, Mr Moses Ariama, as soon as possible to discuss the matter.

7.13 Parents/guardians agree to give permission for Pride Lands to complete a credit check and outstanding court fines check on each parent/guardian related to the cub(s).

7.14 Parents/guardians that accumulate debt while using Pride Lands services or are found to have bad credit will be required to make payments in advance. Therefore point 6.1 of fees and charges will no longer apply. Credit accumulated from advance payments will be credited to the next service used at Pride Lands or put towards their debt still owed to Pride Lands.

7.15 There will be \$5 per shuttle per cub for childcare service users and \$11 per shuttle per cub for shuttle only service users.

7.16 Where there are limited spaces in the shuttles, Pride Lands cubs that use our childcare service will have priority.

7.17 We aim to get as close as possible to your preferred time(s) indicated for your shuttle requirements.

8. Winz Subsidies

8.1 We require an official letter from Work and Income as proof that you are eligible for full or partial subsidy for the year of enrolment or for a particular school holidays.

8.2 Parents/Guardians can choose to make full payments upfront and a refund would be made once we receive payments from Work and Income.

9. Exclusion from liability

9.1 Pride Lands is not liable for any injury sustained by a cub during attendance at the programme and is not liable for any medical costs incurred.

9.2 Pride Lands is not liable for any damage or stolen property of cub(s) during their attendance at the programme.

10. Acknowledgment and acceptance

By signing these terms and conditions you agree:

10.1 That you have read and understood the terms and conditions and agree to be bound by them;

10.2 That you consent to receiving commercial electronic messages from Pride Lands unless, in writing, you advise us otherwise;

10.3 That people authorised to pick-up your cub(s) including emergency pick-up have read our terms and conditions relevant to them and agree to be bound by them;

10.4 That all prices, terms and conditions are subject to change and that you agree to be bound by those changes; and

10.5 That this is a binding agreement between Pride Lands and the parent(s)/guardian(s), of the following cub(s)

Cub(s) Name:
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Signed parent/guardian:
Full Name:

Signed parent/guardian:
Full Name:

Signed on behalf of PRIDE LANDS:

THANK YOU FOR CHOOSING PRIDE LANDS!