



## TERMS AND CONDITIONS FOR BEFORE AND AFTER SCHOOL CARE

### 1. Enrolment

- 1.1 An enrolment form is required for each child before they will be accepted as a cub(s) into any Pride Lands before and/or after school care 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 session will apply.
- 1.4 Enrolment is complete when
  - the Before /or After School Care 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,
  - 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 **Regular vs. Casual Enrolments:** Cub(s) enrolled as regulars will be expected to attend Pride Lands on the days enrolled unless altered by their Parents/Guardians who enrolled them. Cub(s) enrolled as casuals will not be expected to attend Pride Lands unless notification is received from the Parents/Guardians who enrolled them no later than 12pm on the day care is required.
- 1.6 Pride Lands must be notified immediately if there is any change of circumstances that may affect the details provided in the enrolment form.

## 2. Hours of Operation

- 2.1 Before school care is provided Monday to Friday between the hours of 7.00 a.m. to 9.00 a.m.
  - 2.2 After school care is provided Monday to Friday between the hours of 3.00 p.m. to 6.00 p.m.
  - 2.3 Pride Lands is not responsible for cub(s) before 7.00 a.m. or after 9.00 a.m. during before school care.
  - 2.4 Pride Lands is not responsible for cub(s) before 3.00 p.m. however after 6.00 p.m. during after school care, Pride Lands is responsible for cub(s) until they are picked up.
  - 2.5 If a school finishes earlier than 3.00 p.m., Pride Lands may provide after school care before the usual afterschool care hours of 3.00 p.m. The standard fee of \$11.00 per hour will apply until 3.00 p.m.
  - 2.6 If a school goes on Teacher Only Day, Pride Lands may run a one-day Fun Holidays in which the standard fees will apply.
  - 2.7 If a cub(s) is collected after 6 p.m. then a penalty charge of \$1.00 per minute will be incurred.
3. There is a minimum of two adults supervising the cubs at all times, from 7-9am during Before School Care and 3:00-6pm during After School Care. 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 cub(s) appropriately and provide sunhats, sunscreen, jackets, warm hats, spare clothes etc.
- 4.2 Cub(s) are not allowed to leave the grounds when signed in (by staff or their parents) except when signed out by a caregiver. Parents should ensure their cubs are aware of the before and after school care boundaries.
- 4.3 All cub(s) will be held responsible for his/her 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 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.

- 4.6 Cub(s) are not allowed to bring electronic equipment or gadgets such as phones, ipads, ipods or video games to the programmes.
- 4.7 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.
- 4.8 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.
- 4.9 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.
- 4.10 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.
- 4.11 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(s).
- 5.4 If a cub(s) becomes sick their parents will be notified and may be required to collect their cub(s) immediately.
- 5.5 Cancellation of cub(s) enrolment must be done in writing and sent or e-mailed to Pride Lands office at least two days before the cub(s) is expected.
- 5.6 Pride Lands must be notified if a cub(s) will/will not be attending the programme as soon as possible. Preferably 6.30am at the latest on the day if expected for before school care by leaving a message on the club phone & 12.00pm at the latest on the day if expected for after school care also by leaving a message on the club phone. Failure to do so will incur the standard fee (plus \$5 shuttle cost for childcare service users) or \$11 for shuttle only service users.

5.7 If late notification is given (after 12.00pm), 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 cub(s) 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 Ministry of Social Development have access to enrolment information during assessment process.

## **7. Fees and charges**

7.1 Fees are payable within a week of invoicing if casual or regular.

7.2 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.

7.3 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 actual attendance (based on registers) and not expected attendance (based on enrolment).

7.4 After a booking has been received by Pride Lands there will be no refunds of fees owing or paid.

7.5 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.

7.6 If fees are 14 days in arrears, care of the cub(s) may be withdrawn by Pride Lands.

7.7 If the fees remain unpaid after 30 days the outstanding account may be forwarded to a debt collection firm for recovery. All costs including actual client solicitor costs associated with the collection of overdue fees are liable to be paid by the cub(s) parent(s)/guardian(s) as signed below.

7.8 A penalty of 10% per annum is payable on all fees outstanding including a \$20 late payment fee. Payment on time requires payment to be made in the Pride Lands account by the due date stated.

7.9 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.

7.10 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).

7.11 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.

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

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

7.14 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.

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**

9.2 Pride Lands is not liable for any injury sustained by a cub(s) during attendance at the programme and are not liable for any medical costs incurred.

9.3 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: .....  
.....  
.....  
.....  
.....

Signed parent/guardian: .....

Full Name: .....

Signed parent/guardian: .....

Full Name: .....

Signed on behalf of PRIDE LANDS: .....

**THANK YOU FOR CHOOSING PRIDE LANDS!**