



TERMS AND CONDITIONS FOR PRIDE IN ACTION/OVERNIGHT RESPITE CARE

1. Enrolment

1.1 An enrolment form through Enrolmy (on the Pride Lands website) or in hardcopy and sent to the Pride Lands Office is required for each child before they will be accepted as a cub into Pride in Action.

1.2 The enrolment 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 A Pride In Action (PIA) service will not proceed until a client has accepted our quote as well as our terms and conditions. Resource fees/ shuttle costs and activities costs will be included in the quote (if relevant) for all PIA. Additional charges may apply depending on any future changes made. Resources/Activities and shuttle fees will be charged based on usage.

1.4 Enrolment is complete when

- the Pride in Action online enrolment through Enrolmy 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 2026 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.

1.6 Pride Lands reserves the right to conduct a search of your cub(s) and their bag and belongings if required. Searches can only be approved by the Pride in Action Mentor.

2. Hours of Operation

- 2.1 The hours will be as agreed between Pride Lands and the Parent/Caregiver or Social Worker. Pride Lands is not responsible for the cub outside of these hours.
- 2.2 If an approved person (as per the enrolment) is not available to take responsibility for the cub at the end of the approved mentor period, the additional time will be charged by the hour and any part thereof.
- 2.3 Weekly progress reports will be provided for any 1-1 mentoring support.

3. Obligations of parents

- 3.1 Parents will dress their cubs appropriately and provide sunhats, sunscreen, jackets, warm hats, spare clothes etc.
- 3.2 Cubs are not allowed to leave the care of the Pride in Action mentor except when signed out by a caregiver or authorised person.
- 3.3 All cubs will be held responsible for their behaviour.
- 3.4 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.
- 3.5 Parents agree that Pride in Action Mentors will take the cubs on trips and occasionally to Pride Lands centres as appropriate.
- 3.6 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.
- 3.7 Cub(s) are not allowed to bring electronic equipments or gadgets such as phones, ipads or video games to the programmes.
- 3.8 Parents are required to nominate on their enrolment or in writing during the term, anyone who is authorised to receive their cub(s) when they can't. This includes emergency contacts. Unauthorised individuals (including family and friends) will not be allowed to receive a child without prior written approval from the person that enrolled them.
- 3.9 Parents must notify and clearly state the full details of any extracurricular activities their cub(s) are involved in on their enrolment or in writing to head office if it clashes with Pride Lands (including full contact details of the organisation/business where their cub(s) will be attending this activity, the time they are expected to be there, if pick-up/drop-off is required and the contact person where we are signing them in). Head office must also be notified of any changes that occur in regard to the activities that could also affect cub(s) attendance.
- 3.10 Parents/Guardians 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.

- 3.11 Parents/Guardians who choose to bring a guest to the centre is directly responsible for their safety and wellbeing. Any guests are expected to adhere to Pride Lands programme policy.
- 3.12 Parents are required to ensure that an approved person is available to receive their cub(s) either at home or at their extracurricular activities as arranged by Pride Lands and the client. If not, the shuttle will return the cub(s) to Pride Lands and parent(s) contacted to reorganise drop-off. Additional cost for returning the cub(s) including shuttle cost may apply accordingly.
- 3.13 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.
- 3.14 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.

4. Cancellation/sickness

- 4.1 Sick cub(s) will not be accepted into care and alternative arrangements should be made by their parents/guardians.
- 4.2 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.
- 4.3 Parents will be responsible for any medical expenses incurred in the case of urgent treatment of their cub.
- 4.4 If a cub becomes sick their parents will be notified and may be required to collect their cub immediately.
- 4.5 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 the standard fee (minus shuttle and activities costs unless the mentor has started their travels and resources acquired).
- 4.6 Pride Lands must be notified if a cub will not be attending as soon as possible.
- 4.7 If late notification is given, 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 the Director.
- 4.8 If a cub is sick from school and mentoring or home care is pre-booked, Pride In Action mentoring and transport fees will apply.
- 4.9 Overnight respite care will incur standard charges for 6pm – 11pm for mentoring if cancelled less than a week in advance.**

5. Transport

- 5.1 Cancelled shuttle booking that is on route will incur standard charge.

5.2 When a shuttle is booked (pick-up and/ drop-off), the seat(s) reserved for the cub's shuttle's that are not used will be charged at our standard rate.

5.3 If your cub(s) is disregulated for what ever reason when we arrive to pick them up from home, school or other social activities outside of Pride Lands, we will try everything we can to regulate them. However, if other cubs need to be urgently picked up, we will have to leave them at home, school or other social activities to go and retrieve others and return to try again if needed. All shuttle costs (including return trips) involved in the process will be charged for unless the Parent/Guardian opts to pick their cubs up. Any applicable service(s) will apply.

5.4 Parents/Guardians are required to list Pride Lands as an Approved Contact in their Reunification school drills or processes for the purpose of school lockdown drills, teacher union meetings, early-closedown etc. If we are not listed by the Parent/Guardian we are unable to pick up the cubs in the event that the Parent/Guardian cannot.

6. Confidentiality/Privacy

6.1 Pride Lands will ensure the confidentiality and privacy of cubs at all times in accordance with the Privacy Act 2020.

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 All confidential information submitted though Enrolmy will be held securely in the Enrolmy systems.

6.6 Confidential information in regards to cub(s) can only be shared with the parent or guardian who enrolled the cub(s) to begin with.

6.7 MSD have access to enrolment information during assessment process.

7. Fees and charges

7.1 Fees are charged per hour. For overnight respite care, there's an additional standard \$120 overnight rate that applies between 11pm and 6am.

7.2 We charge a general travel fee for our staff to travel to and from Pride in Action Mentoring/Activities as it does not take place within the centres.

7.3 Resource fees may apply where applicable.

7.4 Invoices will be issued the week following attendance.

7.5 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.

- 7.6 Late fees will apply if enrolled /or paid late.
- 7.7 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.
- 7.8 After a booking has been received by Pride Lands there will be no refund of fees owing or paid.
- 7.9 Wild Card discounts only applies if you have purchased one within a twelve month period 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.
- 7.10Pride Lands reserves the right not to accept cubs into the programme if there are invoices outstanding
- 7.11If 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.
- 7.12Pride Lands reserves the right to withhold service or terminate an enrolment whose debt reaches our debt collectors.
- 7.13 In addition, 15% per annum is payable on all overdue fees.
- 7.14 Parents/Caregivers who have trouble paying the fees should contact the director of Pride Lands, Mr Moses Ariama, as soon as possible to discuss the matter.
- 7.15 Parents/Caregivers agree to give permission for Pride Lands to complete a credit check and outstanding court fines check on each parent/caregiver related to the cub(s).
- 7.16 Parents/caregivers that accumulate debt while using Pride Lands services or are found to have bad credit will be required to make payments in advance. 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.
- 7.17There will be \$6.00-\$41.00 per shuttle per cub for childcare service users depending on the distance required.

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

- 9.1 Pride Lands is not liable for any injury sustained by a cub during Pride in Action 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 Pride in Action.

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/receive 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 The power of authority to guarantee, promise, accept and/or decline any requests on behalf of Pride Lands is the responsibility of the director, Moses Ariama;

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

10.6 Pride Lands has permission from you as the parents/guardians to shuttle the child(ren) enrolled in Pride Lands vehicles or authorised/approved vehicles. Approval can only be given by the director of Pride Lands;

10.7 That you will provide the overnight respite mentor a suitable and comfortable sleeping space in order to properly supervise your cub(s) at home as well as enough food to ensure they and your cubs can be well fed during the sleepover period.

10.8 As parents/guardians, we consent for Pride Lands to apply basic first aid and administer basic medication when our child(ren) have ongoing discomfort; and

10.9 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 1 (**REQUIRED**):

Full Name:

Signed parent/guardian (**REQUIRED**):

Full Name:

Signed on behalf of PRIDE LANDS:

THANK YOU FOR CHOOSING PRIDE LANDS!