



TERMS AND CONDITIONS FOR MINI BUS USE

1. Enrolment

1.1 A booking 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 any Pride Lands Mini Bus.

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

1.3 Cub(s) booked 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 during pick-up. This will be either be provided by parents **with approval from 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 plus an additional \$25.00 will apply.

1.4 Bookings will only be accepted where there is capacity to do so.

1.5 **A late booking fee of \$20 will apply if booked on the day service is required.**

1.6 Booking is complete when

- the Mini Bus online booking 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, and
- 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
- Pride Lands has confirmed the booking.

1.7 **Regular vs. Casual Booking:** Cub(s) enrolled as regulars will be expected to be transported by Pride Lands on the days/and times booked unless altered by their Parents/Guardians who booked them. Cub(s) enrolled as casuals will not be expected to be shuttled by Pride Lands unless notification is received from the Parents/Guardians who enrolled them.

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

1.9 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 director or head office.

2. Hours of Operation

2.1 Our Mini Bus Care is available Mondays to Fridays between the hours of 7.00 a.m. to 7.00 p.m. Weekend shuttles will be considered on a case by case basis with advance notice.

2.2 Pride Lands is not responsible for cub(s) outside of the booking time. There must be an authorised person available to receive cub(s) at drop off.

2.3 If no one is available to receive your cub, Pride In Action fees of \$39.50 per hour (from the start of the hour) will apply.

3. Obligations of parents

3.1 Parents will send their cub(s) with everything required, Pride Lands will not return to pick up forgotten items. If returning to pick up additional items is absolutely necessary, parents will be required to pay an additional shuttle cost.

3.2 Cub(s) are not allowed to leave the mini bus when signed in (by staff or their parents) except when signed out by a caregiver or authorised person.

3.3 Parents or Guardians who wish for their cub(s) to make their own way **to/from the mini bus** either on foot or by public transport or with a friend or family member not listed as an authorised pick-up must put it in writing to Pride Lands before their cubs will be allowed to take such action independently. **Once agreed upon, parents/guardians are liable for the cub's safety.**

3.4 All cub(s) will be held responsible for his/her/their behaviour.

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

3.6 Complaints about the mini bus 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 use electronic equipment or gadgets such as phones, ipads, ipods or video games in the mini bus unless for communication purposes because they are non-verbal.
- 3.8 Parents are required to nominate on their booking form 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, friends and instructors) will not be allowed to take a child out of the mini bus without prior written approval from the person that booked them and will be sent away.
- 3.9 Parents must notify and clearly state the full details of any extracurricular activities their cub(s) are involved in on their booking form or in writing to head office (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, and the contact person where we are signing them in). Head office and/or the mini bus driver must also be notified of any changes that occur regarding the activities that could also affect cub(s) booking.
- 3.10 Parents are required to ensure that an approved person is available to receive their cub(s) either at home/school or at their extracurricular activities as arranged by Pride Lands and the client. If an approved person is not available, Pride in Action fees of \$39.50 per hour (from the start of the hour) will apply.
- 3.11 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.
- 3.12 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.

4. Cancellation/sickness

- 4.1 Sick cub(s) will not be accepted into our mini bus 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(s).
- 4.4 If a cub(s) becomes sick before or during transport, their parents will be notified and may be required to collect their cub(s) or be available for their cub to be dropped off immediately.
- 4.5 Cancellation of cub(s) enrolment must be done in writing and sent or e-mailed in advance to Pride Lands office at least two days before the cub(s) is expected to be transported. In immediate circumstances, the driver can be contacted.

4.6 If late notification is given, it will be the parent/caregiver's responsibility to contact a Pride Lands head office or driver directly to inform them of any change when it comes to their cub(s) transport. This can be done by calling Pride HQ or calling the driver directly and speaking to staff or leaving a message on the mini van phone.

4.7 The standard 1-on1 support fees will apply for any 1-on-1 arrangements whether or not the cub is transported.

5. Transport

5.1 Cancelled shuttle booking that is on route will incur the 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, 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-close down 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 cub(s) 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 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 booked the cub(s) to begin with.

6.7 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.
- 7.3 After a booking has been received by Pride Lands there will be no refunds of fees owing or paid.
- 7.4 If fees are 14 days in arrears, shuttle care of the cub(s) will be withdrawn by Pride Lands.
- 7.5 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.
- 7.6 A penalty of 15% 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.
- 7.7 Late fees will apply if booked /or paid late.
- 7.8 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.
- 7.9 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).
- 7.10 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 7.1 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.
- 7.11 The mini bus shuttle service operates within the Wellington Region at a cost of at least \$25.00 per shuttle per cub. There will be additional charges per shuttle per cub when travelling greater distances. We recommend asking for a quote in advance.
- 7.12 Where there are limited spaces in the shuttles, Pride Lands cubs will be catered for on a first come-first served basis priority.
- 7.13 We aim to get as close as possible to your preferred time(s) indicated for your shuttle requirements.

8. Exclusion from liability

- 8.1 Pride Lands is not liable for any injury sustained by a cub(s) during transport and are not liable for any medical costs incurred.
- 8.2 Pride Lands is not liable for any damage or stolen property of cub(s) during their transport on our mini bus.
- 8.3 Parents/Guardians who contract any of our employees or former employees for private work outside of Pride Lands must understand what they do and how they act has no bearing on Pride Lands values and/or character. Pride Lands takes no responsibility for any work that occurs outside of our direct contract with the Parents/Guardians.

9. **Acknowledgment and acceptance**

By signing these terms and conditions you agree:

- 9.1 That you have read and understood the terms and conditions and agree to be bound by them;
- 9.2 That you consent to receiving commercial electronic messages from Pride Lands unless you advise us, in writing, otherwise;
- 9.3 That people authorised to receive your cub(s) including emergency pick-up have read our terms and conditions relevant to them and agree to be bound by them;
- 9.4 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;
- 9.5 That all prices, terms and conditions are subject to change and that you agree to be bound by those changes;
- 9.6 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;
- 9.7 As parents/guardians, we consent for Pride Lands to apply basic first aid and administer basic medication when our child(ren) have ongoing discomfort in the vehicle;
- 9.8 "I give permission for the Pride Lands staff to sign my child(ren) in or/ out of the vehicle on my behalf if I forget or I am unavailable or unable to do so" and
- 9.9 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 1 (**REQUIRED**):

Full Name:

Signed parent/guardian 2:

Full Name:

Signed on behalf of PRIDE LANDS:

THANK YOU FOR CHOOSING PRIDE LANDS!