



WANAKA KIDS CLUB - TERMS AND CONDITIONS 2020

Wanaka Kids Club

By enrolling your child at Wanaka After School Programme Limited (WASP) - trading as Wanaka Kids Club, you do so in full Agreement with these Terms and Conditions. PLEASE read them carefully. As an accompaniment to these Terms and Conditions, we will follow our Policies and Procedures Manual 2020.

ENROLMENTS

- When Enrolling your child, or another child, you must provide all the Information that we request, as this is important for the child's welfare and safety. After completing the registration section on the website please ensure you complete all fields when adding a child to your registration.

BOOKINGS AND PAYMENT

- Unless an OSCAR Subsidy receiver, payment must be made by Credit Card or Direct Bank Transfer upon receipt of the booking invoice. If payment is not received by the due date or within the assigned time stated on the booking information page when booking, the bookings will not be accepted and therefore cancelled.
- Parents or Guardians will be invoiced promptly for any extra fees or charges incurred. All payments will be recorded on each Parent or Guardian's Xero profile.
- An Eftpos machine will be available onsite for causal/drop in bookings.
- Bookings are subject to availability, which we will confirm by phone or email. Please do not turn up to an Activity unless your Booking has been confirmed, as you may be turned away.
- If the chosen Activity is fully booked, we will promptly notify you. Please check your confirmation email for wet weather instructions.
- The name that will appear on cardholder statements will be Wanaka After School Programme Limited. Wanaka After School Programme Limited is a New Zealand owned company.

FEES POLICY

- Fees are to be kept to a minimum to allow access to Wanaka Kids Club by children from families with a range of incomes and circumstances.
- A payment must be taken before a child's first session.
- Wanaka After School Programme will contact Baycorp to retrieve any unpaid fees. Non-payment of fees puts the operation of WKC at risk. The Parent or Guardian will be liable to pay the full amount of the debt plus the additional costs incurred from contracting Baycorp.
- Parents or Guardian will be invoiced promptly for any fees or charges incurred. All payments will be recorded on each Parent or Guardian's Xero profile.
- If a Parent or Guardian wishes to appeal the full payment of fees (current or outstanding) due to financial hardship or other special circumstances, they must submit a written request to Delfina Blatchley for consideration.
- If an account remains unpaid and the Parent or Guardian is entitled to a Work and Income subsidy, the Coordinator will contact Work and Income for further information to try and recover fees, however the account remains the responsibility of the Parent or Guardian and the above debt management policy will still apply.

LATE PICK-UP POLICY

- Wanaka Kids Club closes promptly at 5.30pm each day. All Parents and/or Guardians are expected to pick up their children on time. If you are unable to do so, it is your responsibility to notify the Coordinator that you will be late, or are sending an alternate person to pick up your child. If the alternate person is not on your permitted to collect your child list, the Coordinator or Supervisor will ask you for ID from the alternate person.
- After the site closes, a staff member will attempt to contact the Parent, Guardian or Emergency Contact person by telephone inline with our Policies and Procedures Manual 2020. If a child remains at the after school programme an hour after closing time and neither Parents, Guardians nor emergency contacts can be reached and there has been no communication from the Parents



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or Guardians, the local Police department will be contacted and the child released into the custody of the appropriate official.

- A \$0.5 late fee will be charged for each child per minute past the pick up time. This fee will be added to your invoice.
- Frequent late pick-ups may result in your child being de-enrolled from WKC.

CANCELLATIONS

- There will be a \$5.00 administration fee for all bookings being transferred or changed on our holiday programmes..
- Cancelling a holiday or special programme booking will require a 48 hour notice period. When 48 hours is not met the full cost of the booking will stand. When enough notice is given, Wanaka After School Programme will issue a credit to the account that can be used at a later date.
- Cancelling a WASP programme will require notice no later than 9am the same day. Cancelling later than this will incur the full fee.
- Failure to attend the activity due to illness or injury of the child, a credit will be allocated on production of a medical certificate LESS \$5.00 administration fees. If the child does not complete an activity due to illness or injury, the full invoice will be charged.
- Wanaka Kids Club endeavours to run all WASP days according to the advertised activities, however, in the event of bad weather or circumstance beyond our control, some activities will need to be replaced and in these instances you may not be forewarned. Credits will not be allocated for activities that are changed.
- If it is necessary to exclude a child from further participation in an activity, due to bad and disruptive behaviour, or because the child refuses to continue in the activity, you will be promptly notified, and you will need to immediately pick up your child.
- If the activity is cancelled, you will receive a credit to be used at a later date. We will do our best to inform you in good time of any cancellation.

ATTENDANCE PROCEDURES

- A Register of Attendance is taken daily recording all of children attending WASP on that day. Parents or Guardians are responsible for notifying the staff if their child will be absent from Wanaka Kid Club. If a child is registered to attend WKC and does not report to the programme and is not on the school absentee list, or early release sign-out sheet, the Parent, Guardian or Emergency Contact will be notified to verify the child's absence. This will help to ensure the safety of all of the children attending our programme. If a WASP staff member has not been notified of an absence the full invoice will be charged.

UN-ADVISED ABSENCES PROCEDURE

- Centre staff contact the school office then our office will telephone the Primary account holder and Secondary contact, both on the cell-phone and work numbers provided. Please advise us if these details change. In the event that both contacts are unavailable, emergency services will be contacted. Any costs incurred are the responsibility of the account holder.

SIGN IN-OUT PROCEDURES

- During the WASP holiday programme parents will be required to sign their child in for the session.
- Your child must be signed out, when picked up each day, with your initials. Only persons authorised by you, the Parent(s) and/or Guardian(s), may remove your child from the programme. Your child will not be released to anyone without prior written notice and/or a telephone call. No child will be permitted to walk or ride their bicycle home from the after school or holiday programme unless approval is given.

WELFARE AND SAFETY

- Wanaka Kids Club is equipped with a first aid kit. There will be at least one staff member that is First Aid Certified. The Coordinator or Supervisor will notify Parents or Guardians if there is evidence of injury or illness. A written record will be kept of all injuries and accidents requiring first

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aid. A copy of the accident report will be kept at the WASP site and will require signing from the Parent or Guardian upon pick up.

- The safety, wellbeing, and happiness of all children is of paramount importance to us and our Activity Providers.
- In the event of illness or injury of your child, we will contact you and medical authorities promptly, and all appropriate steps will be taken to ensure the child's wellbeing. Any medical costs will be the responsibility of the Parent or Guardian.
- Rules for all activities are made known to you prior to the commencement of the activity. All care will be taken to provide supervision of each child attending each activity in accordance with those rules.
- Children should be dressed appropriately for the activity, and for some activities, a change of clothes may be considered wise.
- If your child must take a prescription medication of any kind, you must notify the Coordinator or Supervisor and complete a Medical Authorisation Form. Over-the-counter medication will not be dispensed without written authorisation. All medication should be given to the Supervisor to ensure proper usage. Children are not permitted to have medication in their possession to take on their own. Medication will never be given to a child by a staff member without the proper written authorisation. No medication will be dispensed unless it is in its original container.

LIMIT OF LIABILITY

- There is an element of risk in some activities, and by enrolling a child in that activity, you are deemed to have accepted those risks on behalf of that child. You should make yourself familiar with those risks before you make a booking for an activity.
- WASP (trading as Wanaka Kids Club) and the Activity Providers, will take all reasonable care of your child and his/her property during their participation in the activity, but will not be responsible for any injury to the child or loss of or damage to a child's property.

PRIVACY ACT 1993

- All information collected by us will only be used for the purpose of establishing and maintaining records held by WASP (trading as Wanaka Kids Club) and the activity providers, and will not be released or made available to any other person or organisation without your prior specific consent. You will be able to access that information and correct it in accordance with the Privacy Act.

PHOTO POLICY

- We reserve the right to take photos of activities and children participating in those activities for promotional and publicity purposes. By enrolling a child in a course you give your consent for photos to be taken of that child. If you do not want photos of the enrolled child to be taken or used for promotional purposes you must state this in writing to Wanaka Kids Club.

ROLES & RESPONSIBILITIES OF THE PARENTS

Parents and Guardians are responsible for:

- Picking up their child(ren) by the close of the programme. Emergency contacts may need to be called if children remain at the programme one hour after closing time;
- Conforming to the payment schedule of the program;
- Notifying Wanaka Kids Club staff if:

- Any information on the registration form changes (Telephone Numbers, Addresses, Pick-up information);

INDEMNITY

- By booking a child/children in an After School Programme, Holiday Programme, Teacher only day or others; you do so at their sole risk and your responsibility. You also hold harmless Wanaka After School Programme Limited (trading as Wanaka Kids Club), its respective servants, agents or officials, against any actions or claims which may be made by me or on my behalf or by other

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parties for in respect of or arising out of any injury, loss or damage caused by negligence, breach of contract or any other manner whatsoever.

- Wanaka After School Programme Limited (trading as Wanaka Kids Club) reserves the right to cancel or withdraw any child from any activity where the terms and conditions have not been complied with or for safety reasons.