



## Neighbourhood Trust Children's Programmes (NHT)

**By clicking through to the booking page you are accepting these terms and conditions.**

### Enrolment

- Only children who have been enrolled, casual or part-time, will be accepted into our programme/s.
- Regular booking is defined as a recurring booking with a repetitive pattern for a minimum of 4 weeks. If a public Holiday falls into your repetitive pattern you will be charged for this day. Regular bookings are made per term.
- Those appropriately identified on the authorised pick-up list will be permitted to pick up a child unless the supervisor has been previously advised.
- Any **absences** please phone or text the supervisor of the programme **before 10am**.
- It is the caregiver/parent's responsibility to keep enrolment details current via the AimyPlus parent portal.
- One week's notice is required in writing for any withdrawal/s of before & after school care permanent bookings.
- Full fees are charged for any cancellations, absences, school camps, school strikes, teacher only days and public holidays.
- I agree to supply healthy food for lunches and afternoon teas, e.g water only in drink bottles and no lollies.
- **Holiday Programmes:** Full payment is required upon confirmation. Booking/s may be cancelled if full payment or approval from Work & Income is not received prior to commencement of the programme.
- **Holiday Programmes:** Refunds will only be approved one week prior to the commencement of the programme.
- Full Refunds will only be given if cancelled due to insufficient numbers
- **Holiday Programmes:** I give permission for my child/ren to go on prearranged outings this includes using a variety of transport including busses vans and private cars.
- **A minimum of 2 emergency contacts are necessary for enrolment.**

### Fees

- All children are to be collected no later than the specified time as per your enrolment. A late pick up penalty of \$20.00 per child will be charged for every 15 mins or part thereof.
- NHT requires **weekly / fortnightly** payments. After three follow up contacts the child's booking may be cancelled. Any outstanding accounts will be forwarded to a debt collection agency.
- A finder's Fee of \$10 will be charged if staff have to contact parents to locate child.
- NHT reserves the right to suspend any enrolment in which full payment has not been received by the required date.
- Any disagreement regarding fees is to be addressed to the senior supervisor or OSCAR Manager.
- Casual bookings will carry a surcharge.

### Medical

- The supervisor may arrange any necessary urgent medical treatment at the cost of the caregiver/parent.
- Permission is given for medicines to be administered by staff if they have been supplied by the caregiver/parent. Medication must be labeled by an approved practitioner, ie doctor or pharmacist.

## Behaviour

- Children are expected to behave in a sociable manner. Children who obstruct the safe working of the programme will have their caregiver/parent contacted who is expected to come immediately and collect the child. No refund will be given.
- I agree to pay for damage willfully caused by my child/ren.
- Parents will be notified if their child/ren are causing a disruption to the programme. Where serious harm may happen or occur, the programme management reserves the right to remove the child from the programme or to decline acceptance of the child into the programme. **If a child is found to have any illness/behaviour condition which has not been included on the registration form, we reserve the right to remove the child from the programme**

## General

- I understand that my child/ren are responsible for their own property, eg school bag, shoes etc. The management of NHT after School Programme, its employees and volunteer staff will take care to provide proper supervision of all children. They do not have any personal liability in respect of lost property, damage or injury during the duration (session or activity) of the programme.
- Photographs & videos of child/ren may be used for genuine resources and advertising.

### WHAT HAPPENS IF MY CHILD DOESN'T ARRIVE AT THE AFTER-SCHOOL PROGRAMME?

- First we will check with the school, then we will contact the main parent/caregiver. The next step is that we will contact every other person listed on your child's profile (i.e second parent, emergency contacts, authorized pick-ups). The final step after these have been exhausted is to contact the Police. We take this process very seriously and therefore it is important that you keep your child's profile information up to date.

## OSCAR Subsidy

- NHT is a Ministry of Social Development approved provider. For more information on eligibility & subsidies, please contact Work & Income or refer to their website.
- It is the caregiver/parents responsibility that forms are accurate and submitted to NHT and Work & Income on time.

Please note: Caregiver/parents are responsible for payment of all fees. A subsidy may not cover the full fee.

## Signing your child in and out

- Each day when you collect your child, it is essential that you sign your child out of the Programme venue using Aimyplus app on the programme tablet. For Before School programmes or Full Day programmes, you will also be asked to sign your child in when you arrive.
- You agree that you, or an authorised person, will go on site to sign your child in or/and out of the enrolled programme. If you sign your child out late or sign your child in early to a programme, then you acknowledge that you will be charged extra. It is your responsibility as parent/caregiver to sign your child in and/or out at the appropriate times. Alternatively, you can sign a permission to drop off or leave unaccompanied for older children (8 years and over).

## Questions & Concerns

- Please speak with the onsite supervisor, or phone NHT OSCAR Manager on 027 701 9382.
- All our programmes are approved by the Te Kahui kahu.

*(A copy of our current policies and procedures can be obtained from the supervisor).*