



PARENT INFORMATION

March 2022



CONTACT

Bruce 021 998979 bruce@play-time.co.nz | **Thurla** 021 1919 222 thurla@play-time.co.nz / admin@play-time.co.nz

PROGRAMME PHILOSOPHY

Play Time offers a fun, safe, structured, caring and respectful environment for children aged 5 – 13yrs, where they feel valued and comfortable and are engaged in stimulating activities.

We are child- and parent-centred and have cheerful, interested, trained and knowledgeable staff. We offer a variety of age-appropriate activities to cater for different personalities, genders, cultures and ages. We are local and we are committed to being a positive part of the school communities in which we operate.

The safety and well-being of the children in our care is of paramount importance to us at Play Time.

HOURS OF OPERATION AND FEES

Before School Care (BSC)

Please check with us as each school is different.

After School Care (ASC)

Please check with us as each school is different.

Holiday Programme (HP)

Long Day (7.30/8am – 6/5.30pm): \$55

Long Day / Full Week: \$255

School Day (7.30/8am – 3pm): \$45 (not offered at all venues)

Trip days: additional costs apply - TBA (see brochure)

TERMS AND CONDITIONS

FEES: Before / After School Care fees are due **on receipt of invoice, one week in advance.** Holiday Programme fees are due **one week in advance, payment details are on invoice.**

Account Number: 02-1258-0050341-000

Reference: Please use invoice #, child's full name and school

ENROLMENTS: All children attending the programme must be enrolled using the enrolment form (either paper or aimy Plus online enrolment) by the parent, caregiver or other authorised adult.

BEFORE SCHOOL CARE

Parent Sign In: Children must be signed in by a parent/caregiver on the Sign In/Out tablet.

Food: If booked in for breakfast, children will be provided a choice of toast or cereal.

AFTER SCHOOL CARE

Where do children go? Children go to the School Hall where they will be signed off the roll by Play Time staff.

If the programme is off-site, children go to a pre-designated spot to meet Play Time staff.

Parent Sign Out: Parents must sign children out on the Sign In/Out tablet when they collect their child.

Food: Children are provided with Afternoon Tea (see weekly planner)

HOLIDAY PROGRAMME

Parent Sign In and Out: Children must be signed in and out by a parent/caregiver on the Sign In/Out tablet.

Food: Please send a big lunchbox and water bottle as their days are full of activity. Afternoon Tea is provided for children booked Long Session.

Summer: Please send a change of clothes and a water bottle.

Winter: Please send children with warm clothes, jumper, shoes and socks, and a water bottle.

PERSONAL BELONGINGS: We do our best to help children look after their belongings but all care and no responsibility applies. We prefer children not to bring valuables. Please label valuables/belongings for ease of identification.

ABSENCE NOTIFICATION: Please text the venue number if your child is going to be absent. (The school won't inform us)

CANCELLATIONS OR SWITCHING DAYS: Please email

admin@play-time.co.nz **Before/After School Care:** 2 weeks written notice required for a credit. **Holiday Programme:** 48 hours written notice required for credit.

We strive to provide a top quality service for parents, and one that is enjoyable and safe for your children.

To book, jump online
www.play-time.co.nz

POLICIES AND PROCEDURES

Our Policies and Procedures containing our Health and Safety, Child Protection, Social Media and Employment Practice policies are available to view at each venue. Some important policies are outlined below:

STAFF:CHILD RATIO: at least 1:10, on trip days at least 1:8.

BEHAVIOUR GUIDANCE AND RESOLUTIONS: We use behaviour guidance techniques that communicate in children's language the expectations of appropriate behaviour and we give children the opportunity to meet those expectations. It is our goal for children to feel valued and be competent and confident in a safe, secure and respectful environment. This is achieved by having clear expectations, by using positive reinforcement and by providing a stimulating and varied programme with approachable staff. Every effort will be made to help your child settle into the programme. However, if a child's behaviour is consistently harmful and/or disruptive to the other children or staff, parents will be asked to remove him/her from the programme for a period of time or may even result in the termination of their enrolment. Play Time has the right to suspend or terminate any enrolment immediately and without question if any policies are breached. Any damage caused by any child that you register for any Play Time programme is payable by you.

ABUSE: Play Time has a detailed child protection policy which includes the reporting of any suspected child abuse to the Department of Child, Youth and Family Services.

COMPLAINTS: Play Time welcomes all feedback. We have a Feedback Box at the venue which may be used, or if you have any problems please approach the supervisor on duty. If this is not an option, please contact Bruce or Thurla.

CHILD COLLECTION

LATE PICK-UPS – If you will be late collecting your child, please txt the venue number asap. If children are picked up late, a late pick-up fee of \$1.00 per 1 minute will be charged.

ALTERNATIVE PERSON COLLECTING: If your child is being picked up by someone other than those stated on your enrolment form please let us know in advance. We will not allow your child to leave with someone else without your permission.

SOCIAL MEDIA: Play Time operate a CLOSED Facebook page for parents. We will NOT use photos on public pages/website without parents' prior approval.

CLOSED FACEBOOK PAGE:

See snippets of your child's day! "Ask to join" our **closed FB page** where we try to post photos / videos of their activities daily. Search for "Play Time 'your school'" on FB and we'll approve you.

By booking with Play Time, you understand and agree that:

1. Your child may be travelling by bus, van or car.
2. Your child may swim when swimming is indicated on the planners if they have packed togs and towel, and may participate in field trips and activities offsite during Holiday Programmes.
3. You are responsible for providing complete and accurate information. Play Time and its staff cannot be held accountable if any information is incomplete, inaccurate or has not been updated.
4. Should your child need urgent immediate medical attention, Play Time will take your child to the nearest emergency facility and you agree to pay any medical fees incurred. I You also give permission for any medicine as notified by you to be administered to your child.
5. Interest on overdue invoices shall accrue at a rate of ten percent (10%) daily from the date payment becomes due, levied for administration fees, which shall become immediately due and payable, until the date of payment. In the event your payment is dishonoured for any reason then you shall be liable for any dishonour fees incurred by Play Time.
6. Any default by you for the payment of outstanding fees may result in debt collection action and all costs associated with this action will be paid by you. Play Time also reserves the right to refuse to admit any child in the event of non-payment of fees. In the event of suspension, your bookings will be treated as usual, and will require 2 weeks notice..
7. If paying via Credit Card, you will be charged credit card fees of 2.9%.
8. Fees are payable **prior** to attendance. Invoices are sent weekly in advance, account details are on the invoice.
9. Public holidays are charged at the rate for bookings normally required that day.
10. You are responsible for the account.
11. Please check your account balance before booking to ensure that your account is up to date. If your account is overdue your booking will not be approved.
12. If you are applying for WINZ OSCAR subsidy:
 - you are responsible for the account, for your portion and for winz contributions.
 - it is your responsibility to apply for WINZ. As soon as the booking is made, complete and return your forms to us via email or hand in at the centre.

PAYMENT FOR WINZ CUSTOMERS:

- if you have submitted Oscar forms, but WINZ has not yet processed them and you have not yet received notification from WINZ, Playtime requires you to pay 20% of your weekly invoice prior to attendance. We will reimburse any portion that WINZ pays to us.
- if you have submitted Oscar forms and WINZ has confirmed their contribution, then you will need to pay the difference between the invoice and their contribution. It is your responsibility to know what this is, and to pay it.
- If you have not submitted Oscar forms, your account will be treated as any other, and is therefore due prior to attendance.