Play Time OSCAR Programme Terms and Conditions of Enrolment in the Programme

By registering and enrolling with Play Time Before/After School/Holiday Care you agree to the Terms & Conditions:

Contact Information **-** ***How do we contact you if there's an emergency?***

a) By booking with Play Time you hereby agree to keep all your contact details current, complete and accurate, and to check emails on the email address provided in your profile.

b) You hereby acknowledge that you are responsible for keeping this information updated in Bookbear.

c) Contact details include but are not limited to primary and secondary caregiver contact numbers, 2x emergency contact numbers *(these do not need to be pickups, and therefore do not need to be located nearby)*.

For my child's safety - I agree to keep my Contact Information and Emergency Contacts current, to check that they are correct, and to read emails from Play Time.

Bookings **- Only GREEN "BOOKED" bookings are confirmed and child appears on roll.**

Child is on roll.	Booked	**Booked (Green):**	**Booking has been paid and is now confirmed.**
Child is not on roll.	In Cart	**In Cart (Purple):**	This is still in your cart. Go to cart to schedule or confirm this booking.
Child is not on roll.	Upcoming	**Upcoming (Blue):**	Booking is scheduled for more than a week away, and does not yet require payment. If preferred, these can be paid upfront and converted to "booked" (ie. confirmed).
Child is not on roll.	Pending	**Pending (Amber):**	ACTION IS REQUIRED. Booking requires payment now to be confirmed. If not paid now, these bookings will Expire
Child is not on roll.	Failed	**Failed (Red): Booking has Expired:**	This booking was automatically cancelled and removed due to non-payment. To secure this date, you must **submit a new booking and pay immediately**. Adding funds to your wallet will not restore an expired booking.
Child is not on roll.	Cancelled	**Cancelled (Grey):**	Booking has been cancelled/removed by you.

a. I agree that booking changes must be made by the account holder in Bookbear. I agree that booking changes cannot be made by admin or staff.

b. I agree that payment is required to convert "Upcoming" and "Pending" bookings to "Booked" sessions.

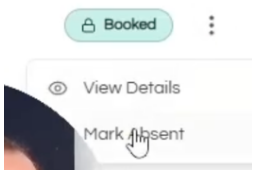
c. I agree that payment is required weekly upfront to convert the booking to "Booked" (child is on roll), or immediately if a booking is made within 1 week.

d. I agree that my bookings will be paid through the Bookbear Wallet either by payment for booking/s for the upcoming week or term (my choice), or by a "Custom" amount paid into my Bookbear Wallet, or by setting up a Payment Authority.

e. I agree that weekly payment for bookings will be drawn off from my Bookbear Wallet as they become due and that transactions are visible in my Bookbear Wallet.

f. I agree that "Booked" (*confirmed – green session*) bookings are locked for a rolling week, when bookings are staffed and resourced – and that once bookings are locked, no credit/refund is applicable regardless of attendance.

g. If my child will not be attending a "Booked" (*green*) session, I agree to mark my child absent in Bookbear or notify the staff via the Txt Absence Number (see **Absence Notification** below).



h. I agree that no refunds or credit is applicable for absences after a session is locked and that full fees are charged for all absences after a session is locked, including but not limited to: change of circumstances, late/casual bookings, shy child, sickness, early pickup requested due to behaviour.

i. Booking cut-off is 11.59pm for the following day, provided there is space available.

j. Emergency Bookings on-the-day may be available if there is space. I agree that Emergency Bookings carry a surcharge.

k. If my Bookbear Wallet does not have enough credit to cover the cost of the Emergency Booking, I agree to pay the fee immediately.

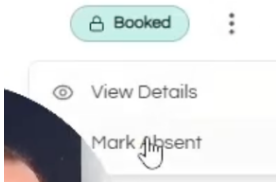
l. *WINZ clients*: Until WINZ has confirmed your subsidy, you are required to make payment to confirm bookings. Get your forms in early enough to have confirmation of your subsidy prior to starting, to avoid having to pay the full charges upfront.
   - Send the Winz subsidy confirmation letter to Play Time oscarforms@play-time.co.nz, or upload the Winz confirmation into Bookbear, so it can be reviewed and inputted into your Bookbear profile.
   - The weekly expected subsidy will appear on your weekly charges as a 'credit', and only the Parent Portion will be required to be paid the week before.
   - The Parent Portion must be paid through the Bookbear wallet either by weekly payment for booking/s for the upcoming week or term (your choice), or by a "Custom" amount paid into your Bookbear wallet, or you can set up a Payment Authority. Weekly payment for bookings will be drawn off from your wallet. Transactions are visible in your Bookbear wallet.
   - I agree that discounts (Rewards) in Bookbear are applied to the Parent Portion.

I agree that additional bookings made incur additional costs, and these are my responsibility. It is my responsibility to complete the relevant forms to let WINZ know about any additional days/fees/hours/changes to my bookings, ie. Change of Circumstance form. I agree that if WINZ forms have not been submitted and processed by WINZ the full account is my responsibility.

m. Play Time reserves the right to deny or suspend a booking if the account is overdue.

I agree that I will make all booking changes / cancellations / removals in Bookbear and I understand no booking changes are made by Play Time.

Absence Notification **-** I agree to mark my child absent in Bookbear (can be done until 30 mins before session starts):
For the safety of the child, Missing Child Procedures require an OSCAR programme to call the NZ Police if a child cannot be accounted for.



Arataki Community Centre	020 4010 8250	Bellevue School	020 4196 0663
Fairhaven School	022 190 6593	Golden Sands School	020 4010 9834
Greenpark School	022 427 5784	Pāpāmoa Community Centre	020 4195 1738
Tahatai Coast Holiday Programme	020 4195 1738	Te Manawa ō Pāpāmoa	020 4186 4899

I agree that if my child/ren will be absent from a session, I will either:
- **Mark my child absent in Bookbear or**
- **Txt the Play Time Venue Number**

I agree I may be charged an admin fee if I do not do this.

Payments and Fees **– by booking with Play Time I hereby understand and agree that:**

By booking, I agree that I am required to pay for the session to confirm the space for my child.
Until the session is paid, it is not "Booked" and my child is not on the roll.

a) I agree that if a booking has not been paid in Bookbear, it means the booking is not "Booked" (*confirmed – green session*) and my child is not on the roll.

b) By booking, I agree it is my responsibility to ensure my bookings are correctly booked.

c) I agree that Play Time staff or admin cannot edit / change / remove / switch bookings.

d) By booking, I understand that there are no processing fees for Instant Bank transfers through a supported bank, and that paying by card without a supported bank incurs a 2.5% + 30c processing fee.

e) By booking, I understand that bookings are locked for 1 **full week**. I understand this means that bookings on Monday are locked until and including the following Monday meaning bookings from the following Tuesday onwards are editable, bookings on Tuesday are locked until and including the following Tuesday meaning bookings from the following Wednesday are editable, and so on.

f) I understand that overdue accounts incurred from Emergency Bookings shall accrue interest at a rate of 10% daily from the date payment becomes due, levied for administration fees, which shall become immediately due and payment, until the date of payment.

g) By booking I understand that in the event of suspension for any reason, my bookings will be treated like any other and locked bookings in the notice period are not refundable.

h) By booking I understand that no refunds or credit is applicable for absences. I understand that full fees are charged for all absences, including but not limited to: change of circumstances, late bookings, shy child, sickness, early pickup requested due to behaviour.

i) **Double bookings/shared custody:** where there are 2 parties booking 1 child under separate profiles (eg. alternate week caring arrangement), or where you have registered 1 child twice and booked both profiles for the same day, the system can not detect that it is the same child, and in preparing rosters and resources for each day Play Time staff are required to plan and prepare for the number of children on the roll (Play Time staff do not check each booking individually to check if the same child has been booked twice), so if a child is booked twice, the booking cannot be credited or refunded. By booking I understand that it is my responsibility to ensure my child is not booked twice. If there is a second booking I understand that it will be treated as a normal booking and it can not be credited.

j) **Teacher Only Days and Parent Interview/Early Close Days:** I understand that Teacher Only Days and Parent Interview/ Early Close Days are charged at the applicable daily rate for bookings usually required on that day.

k) I agree to cancel unneeded days in Bookbear at least one week in advance. This includes Teacher Only Days and Parent Interview or Early Close Days.

l) **Late pickups and early drop-off** fees - I agree that:

- I will drop my child off at, or after, the start time of my booked session (not before the start time)
- I will pick my child up at, or before, the end time of my booked session (not after the end time).
- A late pick-up fee or early drop-off fee of $1.00 per 1 minute will be charged to my account for late pick-up or early drop-off.
- If collected after the closing time, $25 per 15 minutes will be charged to my account.
- By booking, I understand that the staff are entitled to go home at the end of their shift and that my child is required by MSD to be dropped off to the NZ Police if I have not arranged collection of my child.
- I understand that Late Pickup/Early Drop Off fees will be charged out automatically by the system, and I agree to pay this fee.
- If my Bookbear Wallet does not have enough credit for an Early Drop Off or Late Pickup Fee, I understand I will be charged and I agree to pay the fee immediately.

m) Fees are displayed at time of booking.

- I understand and agree that if my account is not up to date, that 10% interest/penalty will be incurred on the overdue balance from the date it became due, and I agree to pay this.
- I agree that additional fees will be charged to me if I pick up my child late or drop off early, or request an Emergency Booking.

I agree to the above Terms regarding my Account and Payment Terms.

n) WINZ Customers: PAYMENT TERMS FOR WINZ CUSTOMERS: By booking I understand that:

- Full Payment is due unless winz forms have already been processed and the weekly subsidy has been confirmed.
- If the Winz subsidy has been confirmed, then only the **parent portion** is due before attending to confirm the booking**.** This will be shown in Bookbear when the booking payment becomes due.
- Any Winz backpay that leaves my account in credit may be refunded to me.
- I understand if winz makes an overpayment for me, that it is required to be refunded back to winz from my account.
- I acknowledge that I am responsible for my account with Play Time.
- Play Time can assist with WINZ forms, but I hereby acknowledge that it is my responsibility to liaise with WINZ, check my myMSD account and ensure the correct forms are submitted to WINZ.
- I understand that EACH TERM/HOLIDAY it is my responsibility to submit a Declaration for the following Term Care bookings.
- Winz Annual Reviews and Renewals: I understand that I am to regularly check my communication from WINZ (myMSD), to ensure all my information is up to date, especially the Annual Renewals.

I agree that I am responsible for the account with Play Time, in the case that WINZ declines my application.
I agree that I am responsible for checking myMSD account and for my WINZ forms being submitted on time and WINZ Reviews kept up to date.

Exclusions

Play Time uses behaviour guidance techniques that communicate in children's language the expectations of appropriate behaviour and we empower children 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 and to make good choices. 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 themselves, to the other children or to staff, parents/caregivers 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.

If my child has a Teacher Aide or Caregiver/Minder during the school day (ie. a 1:1 child:adult ratio), I confirm that have contacted Play Time to discuss their enrolment with Play Time as per Play Time's requirements.

a) I understand that Play Time reserves the right to suspend or terminate any enrolment immediately and without question if any policies are breached.
b) I acknowledge that Parents/caregivers must collect their children immediately if this situation arises.
c) I acknowledge that I am responsible for any damage caused by any child that I register for a Play Time programme and I will pay any costs associated with repair.
d) I understand that if a parent/caregiver or authorised pickup demonstrates behaviour that is threatening to the safety of Play Time staff and children in their care, that Play Time reserves, at their sole discretion, the right to refuse or withdraw the enrolment of my child immediately.
e) I understand that the normal cancellation terms and conditions apply if a child is excluded for any reason including but not limited to non-payment of fees or harmful behaviour.

Health and Safety – By booking, I understand:

a) Signing in and Out Procedures: I understand it is my responsibility to sign my child/ren IN to Before School Care and Holiday Care on the device, and to sign my child/ren OUT from After School Care and Holiday Programmes.
b) Children will not be released to anyone not on the authorised pickup list.
c) Accidents/incidents are recorded in an Accident and Incident Book, and I will be required to sign entries Play Time staff have advised me of the accident/incident.
d) Play Time First Aid trained and certified staff will attend to a minor injury or illness as soon as possible. Minor injuries include but are not limited to minor cuts, abrasions, bumps, etc.
e) In the event of a more serious injury, an ambulance will be called before parents are notified. Play Time staff will transport children to an A&E only if it is a better option than waiting for an ambulance. Seeking outside medical care is at the sole discretion of the Play Time staff on duty.
f) I understand that Play Time will not be held liable for any costs incurred in seeking medical attention for my child.
g) I understand that I will be notified by Play Time staff of any head injury a child my has sustained while in Play Time's care.
h) By booking my child with Play Time I agree to inform Play Time if my child has been diagnosed, or suspected of having, an infectious illness, or if my child has diarrhoea or is vomiting, and I agree to withdraw my child from the programme immediately until they are medically fit to return. Infectious illnesses may be, but are not limited to, chickenpox, Covid-19, measles, school sores (impetigo). I understand that the normal Cancellation Notice period of 1 week applies because Play Time has rostered staff.
i) I agree to provide and keep updated important safety information: ie. approved/unapproved pickups, classroom, custodial agreements, dietary requirements and behaviour information.
j) I understand that between September – April children are required to wear hats and sunblock for outside play. Children who refuse to apply sunblock may be kept inside for their safety.
k) I understand that Play Time staff will administer medication if a Medication Consent Form has been provided. If I require that my child self-administers medication (eg. asthma inhaler, epipen) then a Medical Consent Form is required. I understand that if medication is held by the school, it is not accessible by Play Time, so Play Time will require separate medication to be supplied.
l) Play Time has a detailed child protection policy which includes the reporting of any suspected child abuse to Oranga Tamariki. Play Time's Child Protection Policy is available to view at each of our venues.

m) Play Time provides transportation for Before and After School, and Holiday Care. All drivers are appropriately licenced and vehicles have appropriate child restraints. At time, Play Time may book a commercial bus service. By booking a child in our programmes, you provide consent to your child being transported.
n) Play Time keeps a daily hazard register onsite.

Complaints

Play Time welcomes all feedback. If you have any issues or concerns to discuss please approach the supervisor on duty. If this is not an option, please contact Bruce 021 998979 or Thurla 021 1919 222 or email admin@play-time.co.nz.

Video and Photo Images

a) By enrolling, you agree that a headshot of your child will be taken for our records for the sole purpose of ease of identification by Play Time staff. During the enrolment process you may expressly deny permission for this.
b) Play Time operates a CLOSED Facebook page for each of our sites. This is for the purpose of showing you snippets of your child's day, and some of their creations during their time with us. By enrolling with Play Time you agree that our staff may take and post photos of your child engaged in activities and their creations to the closed Facebook page. During the enrolment process you may expressly deny permission for this.
c) Note that Play Time does NOT by default seek permission to use these photos on public forums and marketing material. If Play Time wishes to use a photo on a public forum (eg. our website) or marketing material we would first seek permission from you to do so.

Disclaimer

a) I understand that in the event that my child causes damage to programme resources and/or property that Play Time operates from, the costs of repair and/or replacement will be payable by me and the cost will be added to my account.
b) I understand that Play Time will not be held liable for the loss or damage of personal possessions that my child may bring to the programme.
c) All Play Time staff are trained, and police vetted. Play Time strives to provide a top-quality service for you, and one that is enjoyable and safe for your children. Where there may be any consequence resulting from an act or omission, neither Play Time nor its staff, or contractor, shall be held personally liable where all reasonable and practical steps are deemed to have been taken in accordance with Play Time's Policies and Procedures and NZ legislations.
d) In the event that a holiday programme Trip Day cannot be delivered due to weather or for any other reason, Play Time will replace the activity with a similar priced activity (eg. movies).

Privacy and Confidentiality

a) Information collected by Play Time OSCAR Programme is collected for the sole purpose of caring effectively for your child/ren and to comply with our obligations as an accredited service provider to MSD.
b) In accordance with the Privacy Act 2020 and the Vulnerable Children's Act 2014 and other relevant legislation, this information will not be distributed or used for any other purpose.
c) Information collected may be viewed by the Ministry of Social Development as part of an audit.
d) You may view your information at any time on your Parent and Child profile on Bookbear.
e) You also have the right to request a copy of this information from Play Time.