



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

By registering and enrolling with Play Time for Before/After School or Holiday Care you are agreeing to the following terms and conditions:

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 aimyPlus.
- e) You also have the right to request a copy of this information from Play Time.

Contact Information

To keep your child safe, we require contact information in the event we need to get hold of you in an emergency. We need the other emergency contact numbers in the event that you are not available, per MSD requirements.

- a) You are required and expected to keep all your contact details current, complete and accurate.
- b) You hereby acknowledge that you are responsible for keeping this information updated and checking it upon each booking made, updating contact information where necessary.
- 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 in Tauranga*).

Payments and Fees

- a) If your account is not up to date bookings will not be confirmed and confirmed bookings not paid prior to attendance will be moved back to Pending and removed until the outstanding balance is paid. This may result in your space being taken by a waitlist booking.
- b) Fees will be displayed at time of booking.
- c) Fees are subject to change.
- d) **Fees are payable in advance of care.** *Once your booking has been confirmed on aimyPlus (visible on your parent dashboard), an invoice will be sent via email and payment is due weekly before attendance.*
- e) An invoice will be emailed to you. Account details are on the invoice.
- f) You understand that credit card and Ezyway payments will incur credit card and/or merchant fees and/or transaction fees. These will be advised at time of payment and are not refundable in the case of cancellations.
- g) Overdue accounts shall accrue 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.
- h) In the event your payment is dishonoured for any reason, then you shall be liable for any dishonour fees incurred by Play Time.
- i) Should your account become delinquent, and you have not responded to repeated requests to settle your account, you hereby agree that your information will be handed to a debt collection agency. All costs associated with this action will be paid by you.
- j) Play Time reserves the right to refuse to admit a child in the event of non-payment of fees. In the event of suspension, your bookings will be treated like any other, and will incur a 2 week notice period.
- k) WINZ Customers:
 - **PAYMENT TERMS FOR WINZ CUSTOMERS:**
Payment is due prior to attendance, unless winz forms have already been processed and the weekly subsidy has been confirmed, then only the parent portion is due prior to attendance.
Any amount that winz backpay that leaves your account in credit may be refunded to you.
It is important therefore that your winz forms are submitted early to give winz time to process them.
 - You acknowledge that you are responsible for your account with Play Time.
 - Play Time can assist with WINZ forms, but you hereby acknowledge that it is your responsibility to liaise with WINZ, check your myMSD account and ensure the correct forms are submitted to WINZ.
 - You acknowledge that you are to regularly check your communication from WINZ (myMSD), to ensure all your information is up to date, including Annual Reviews and Renewals.



- l) No refunds or credit is applicable for absences. 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.
- m) Public Holidays, Teacher Only Days and Parent Interview Days are charged at the applicable daily rate for bookings usually required on that day.
- n) Late pickups and early drop-off fees: A late pick-up fee or early drop-off fee of \$1.00 per 1 minute will be charged to your account.
- o) Term Care sibling discount: 5% discount for siblings booked for Regular Term Bookings 3+ days per week.
 - Sibling discount does not apply to bookings made week-on-week, or casual bookings.
 - To be eligible for this discount, accounts must be kept up to date (ie. paid weekly in advance).
 - Winz clients: if the winz subsidy covers more than 95%, then the discount will cover the full parent portion (a credit is not applicable).

Cancellation Policy / Switching Days Policy

All booking information (eg. cancellations, adding a person to the pickup etc) MUST be directed through Management, not Programme Staff. Staff take no responsibility for passing information on to Management, as their day is extremely busy and we expect them to focus on children and not admin.

Cancellation policy applies to all confirmed bookings, including late/last minute bookings not made 2 weeks in advance (see first paragraph for more detail).

Term Care Cancellation Policy:

- a) 2 weeks' written notice to admin@play-time.co.nz is required to cancel a booking if a credit is required.
- b) 2 weeks' written notice to admin@play-time.co.nz is required to end a booking (eg. if moving schools). If written notice is not given, you will incur 2 weeks' fees from date of last attendance.
- c) 2 weeks' written notice to admin@play-time.co.nz is required to switch a day.

Holiday Care Cancellation Policy:

- a) Full 48 hours written notice (from before start of day to before start of day) to admin@play-time.co.nz is required to cancel a booking if a credit is required.
- b) Full 48 hours written notice (from before start of day to before start of day) to admin@play-time.co.nz is required to switch a day and will depend on if there is space.

NOTE: For bookings made out of work hours for the following school day, your bookings will be checked for available space at the next work day. Bookings are not auto-confirmed, so require a person to manually check for space. If, for your planning purposes, you need confirmation asap, we urge bookings to be made during work hours to give enough time for an admin to check the roster and rolls, to assess whether there is space/seats available.

For last-minute bookings: we are happy to try to accommodate these (these need extra attention: ie. manual checking of rolls and roster to see if we have space/seats, and booking extra staff if need be) so once the booking is confirmed all the normal cancellation policies apply. By booking, you accept these terms.

Absence Notification

If we need to allocate a staff member to locating an absent child, whether by phone or running around the premises looking for the child, it impacts on the safety of the programme.

It is extremely important to advise us if your child is going to be absent.

You hereby agree that you will txt the Venue Number if your child will be absent on the day:

Arataki Community Centre 020 4010 8250

Fairhaven School 027 378 1428

Golden Sands School 020 4010 9834

Bellevue School / Ōtūmoetai Holiday Programme 020 4196 0663

Pāpāmoa Community Centre / Tahatai Coast Holiday Programme 020 4195 1738

Te Manawa ō Pāpāmoa 020 4186 4899

Queen Elizabeth Youth Centre 020 4010 8250

Greenpark School 022 427 5784

Waipuna Park 022 697 4212

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.

- a) Play Time reserves the right to suspend or terminate any enrolment immediately and without question if any policies are breached.
- b) Parents/caregivers must collect their children immediately if this situation arises.
- c) Any damage caused by any child that you register for any Play Time programme is payable by you.
- d) If a parent/caregiver or authorised pickup demonstrates behaviour that is threatening to the safety of Play Time staff and children in our care, we reserve, at our sole discretion, the right to refuse or withdraw the enrolment of your child immediately.
- e) Normal cancellation terms and conditions apply if a child is excluded.

Health and Safety

- a) Signing in and Out Procedures: It is the parent/caregivers responsibility to sign their children IN to Before School Care and Holiday Care on the device, and to sign their children OUT from After School Care and Holiday Programmes. Children will not be released to anyone not on the authorised pickup list.
- b) Accidents/incidents are recorded in an Accident and Incident Book, and you will be required to sign entries after we have advised you of the accident/incident.
- c) 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.
- d) 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. Play Time will not be held liable for any costs incurred in seeking medical attention for your child.
- e) You will be notified by Play Time staff of any head injury a child your has sustained while in Play Time's care.
- f) By booking your child with Play Time you agree to inform us if your child has been diagnosed, or suspected of having, an infectious illness, or if your child has diarrhoea or is vomiting, and you agree to withdraw your 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).
- g) You agree to provide and keep updated important safety information: ie. approved/unapproved pickups, custodial agreements, dietary requirements and behaviour information.
- h) Between September – April children are required to sunblock before playing outside. Children who refuse to apply sunblock may be kept inside for their safety.
- i) Play Time staff will administer medication if a Medication Consent Form has been provided. If you require that your child self-administers medication (eg. asthma inhaler, epipen) then a Medical Consent Form is required. Note that if medication is held by the school, it is not accessible by Play Time, so we will require separate medication to be supplied.
- j) 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.
- k) 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.
- l) 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) In the event that a 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 the child's parent/caregiver and the cost will be added to your account.
- b) Play Time will not be held liable for the loss or damage of personal possessions that your 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, we will replace the activity with a similar priced activity (eg. movies).