



## 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:

### 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 - How do we contact you if there's an emergency?

*We also need two (2) other emergency contact numbers if you are not available, per MSD requirements.*

- a) By booking with Play Time you hereby agree to keep all your contact details current, complete and accurate.
- b) You hereby acknowledge that you are responsible for keeping this information updated on Enrolmy 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 nearby*).

### Payments and Fees – by booking with Play Time you understand:

- a. The process is BOOK – PAY – ATTEND.
  - o Payment is in **advance** of attendance.
  - o The booking is confirmed once payment is received - then children can attend.
- b. Booking requests are **not confirmed until payment has been received**.
- c. Fees are payable by **Due Date** in advance of care, and in time to clear the bank.
- d. Invoicing procedures:
  - o For Regular bookings: Play Time invoices are sent weekly on a Tuesday for the following week's care. If you require fortnightly or termly invoices, please ask for this. These will also need to be paid in advance of care (ie. fortnightly in advance, or termly in advance).
  - o For Casual bookings: payment is due immediately.
- e. If your account is not up to date bookings will be removed.
- f. Fees will be displayed at time of booking. By booking, you understand that there are additional merchant fees associated with payment by credit card. These fees are not credited if a booking is credited.
- g. Fees are subject to change.
- h. Play Time Bank Account details are on the invoice.
- i. Overdue accounts 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.
- j. In the event your payment is dishonoured for any reason, then you shall be liable for any dishonour fees incurred by Play Time.
- k. 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. These costs will be added to your account prior to handover.
- l. Play Time reserves the right to refuse to admit a child in the event of non-payment of fees.
- m. All discounts, if any were applied, fall away retroactively if the account is not kept up to date.
- n. In the event of suspension for any reason, your bookings will be treated like any other, and will incur a 1 week notice period.



- o. WINZ Customers: PAYMENT TERMS FOR WINZ CUSTOMERS:
  - o Full Payment is due by Due Date on the invoice unless winz forms have already been processed and the weekly subsidy has been confirmed, then only the **parent portion** is due by Due Date on the invoice.
  - o Any winz backpay received that leaves your account in credit may be refunded to you. Note if winz makes an overpayment for you, then this overpayment is required to be refunded back to winz from your account.
  - o You acknowledge that you are responsible for your account with Play Time.
  - o 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.
  - o 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.
- p. 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.
- q. Teacher Only Days and Parent Interview/Early Close Days are charged at the applicable daily rate for bookings usually required on that day. You acknowledge that it is your responsibility to cancel these days in Enrolmy to prevent them being invoiced.
- r. Late pickups and early drop-off fees:
  - o You agree to drop your child off at, or after, the start time of your booked session (not before the start time) and pick your child up at, or before, the end time of your booked session (not after the end time).
  - o A late pick-up fee or early drop-off fee of \$1.00 per 1 minute will be charged to your account for late pick-up or early drop-off. These are invoiced by a separate invoice and you agree to pay this fee.

**Cancellation Policy - 1 week notice**

Cancellation policy applies to all bookings, including bookings not made 1 week in advance.

**Booking Changes**

- a. Booking changes must be made by you in your Enrolmy, within the cancellation notice period.
- b. No booking changes will be made by admin.
- c. If your booking has not been removed in Enrolmy, the booking was staffed and prepared for by the Programme, and payment is due regardless of attendance.
- d. If your child will not be attending a booked session that has not removed, it is regarded as an Absence and you are required to notify the staff (see **Absence Notification** below).
- e. *WINZ clients*: you hereby acknowledge that additional bookings made incur additional costs, and these are your responsibility. It is your responsibility to complete the relevant forms to let winz know about any additional days/fees/hours/changes to your bookings, ie. Change of Circumstance form. If the forms have not been submitted and processed by winz, the Winz Customers Payment Terms (see point “o” above) apply.

**Absence Notification**

*Missing Child Procedures require that an OSCAR programme calls the NZ Police if a child cannot be accounted for. By booking you understand that you may be charged a \$10 fee if you do not advise the centre via txt of an absence, as staff are obligated to follow Missing Child Procedures (per MSD regulations) which include calling child contacts and, eventually, NZ Police.*

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

Arataki Community Centre	020 4010 8250
Bellevue School / Ōtūmoetai Holiday Programme	020 4196 0663
Fairhaven School	027 378 1428
Golden Sands School	020 4010 9834



Greenpark School	022 427 5784
Pāpāmoa Community Centre / Tahatai Coast Holiday Programme	020 4195 1738
Te Manawa ō Pāpāmoa	020 4186 4899

### **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 your child has a Teacher Aide or Caregiver/Minder during the school day, please contact us to discuss their enrolment with Play Time.

- a) You understand that Play Time reserves the right to suspend or terminate any enrolment immediately and without question if any policies are breached.
- b) You acknowledge that Parents/caregivers must collect their children immediately if this situation arises.
- c) You acknowledge that you are responsible for any damage caused by any child that you register for a Play Time programme and will pay any costs associated with repair.
- d) You understand that 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) You 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**

- 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.
- 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 you will be required to sign entries after we have advised you 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. Play Time will not be held liable for any costs incurred in seeking medical attention for your child.
- f) You will be notified by Play Time staff of any head injury a child your has sustained while in Play Time's care.
- g) 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).
- h) You agree to provide and keep updated important safety information: ie. approved/unapproved pickups, custodial agreements, dietary requirements and behaviour information.
- i) Between September – April children are required to sunblock before playing outside. Children who refuse to apply sunblock may be kept inside for their safety.
- j) 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.

- k) 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.
- l) 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.
- m) 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](mailto: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).