

## TERMS & CONDITIONS OF SERVICE

By making this booking, you are agreeing to the following terms and conditions. It is applicable for Term, Holiday Programme and School Holiday Camps.

### **Ministry of Social Development (MSD) Standards**

Our Y-Kids programmes have been approved under MSD Social Sector Accreditation standards. All care will be taken to provide a safe and well supervised environment for children attending the programme in accordance with these standards.

### **Activities**

We aim to follow our advertised programme and give acceptable notice of any changes to activities and programming; however, this may not always be possible. Please understand activities may change without notice if circumstances demand. Y Central is not obliged to offer any compensation for this occurring as limited numbers and other programming variables must be taken into considerations to run all sessions.

### **Signing In/Out**

All children must be signed in and out of the programme upon dropping or picking up your children. Y Central is not responsible for children once signed out of the programme. If you require your child to make their own way to or from the programme, please complete a consent form (available from your centre). You must also advise Y Central in writing if your child is to be collected by any person other than those detailed on this enrolment form. Children must be picked up by close of programme. A late pickup fee of \$25 per child for the first 15minutes and \$1 per minute thereafter will be charged.

### **Transport**

Where programme activities require children to be transported, children may be transported by chartered bus, public transport, Y Central vehicle or on foot. Where Y Central programmes are operated off school sites, the Y will operate transport to the offsite venue. The Y will collect children within 30mins of their school finishing time, however, where exceptional circumstances delay the transport, the Y will work in conjunction with schools to ensure the children are kept safe. When children are being transported, the ratio will be at least 1 adult to 8 children. Y Central uses reputable bus companies. All Y Central vehicles will comply with NZTA legislation and be driven by staff members that hold a clean full NZ drivers' licence. By agreeing to these terms and conditions, you agree to your child being transported when required. Please refer to the Y Central transport policy for more details.

### **Policies & Procedures / Health & Safety**

You understand that with all children's programmes there are risks involved. Y Central manages risk by abiding to our Policy and Procedures Manual. This document covers areas such as child protection and safeguarding, as well as Financial, Refunds and Complaints policies. This document also has health and safety procedures, as well as rules and boundaries for all children that must be complied with. If you wish to see a copy of this document, please ask at your centre. Y Central assures that all care will be taken to provide supervision of all children attending the programme in accordance with policies and procedures and at the judgment of the Y-Kids team.

Y Central is not responsible for loss and damage to children's possessions. Programmes cannot

accommodate sick or injured children. Parents or emergency contacts will be advised to collect children who are unwell or need moderate medical attention. In serious cases, an ambulance will be called. Parents accept responsibility for any costs that are incurred due to any medical attention required.

### **Behaviour**

We have a duty of care to all children in our care and work under strict ministry guidelines. Ongoing behavioural concerns can put the safety of other children at risk. If your child continually acts inappropriately, or places other children in danger you will be contacted. If problems continue, we will consult with parents and school partners to determine if access to the programme may be withdrawn. Refer to the Y Central Behaviour Management Policy for more details.

### **Additional needs**

Y Central aims to be inclusive in our programming. However, with the staffing ratio's we are guided by, we cannot always offer the level of care needed for some children with significant behavioural and/or other complex needs. Our priority is to provide a safe, stimulating experience for all children and staff alike. We invite an open conversation as it is important that we have all the information at hand when deciding if we can accommodate all the young people that wish to come on our programmes.

### **Medication**

Where medications are required, our staff will administer medications as appropriate. Please ensure your child knows to hand in all medicines, herbal remedies, vitamins, and supplements to staff. We do not allow children to self-medicate with Panadol, Aspirin, or other products. If you feel your child may need medication, we need you to fill out a medication form.

### **Photography / Video Consent**

If you give permission for your child to be photographed, you grant rights for use of the images resulting from the photography, and any reproductions or adaptations of the images for fundraising, publicity, or other purposes to help achieve the Y's aims. This might include (but is not limited to), the right to use them in their printed and online publicity, social media, press releases and funding applications. All imagery will be held securely by the Y for a maximum of 3 years. If you have any queries/ concerns regarding photography or images that have been collected, please contact Y Central Management.

### **Privacy Statement**

Y Central is committed to keeping children healthy and safe. As per the Privacy Act, should there be any welfare concerns relating to your child, where specialist advice and guidance is needed, Y Central will be required to share any relevant information with appropriate agencies (such as Oranga Tamariki, Health and Education providers, Police etc) with or without parental consent. Any questions, or for further guidance, please speak to your Centre Manager or view our child safeguarding policies and procedures.

We have developed a set of guidelines which we believe is consistent and reasonable across the board. Copies of our policies and procedures are available at each centre or online at [www.ycentral.nz](http://www.ycentral.nz).

## FINANCIAL AND BILLING INFORMATION

Y Central is dedicated to providing social and recreational services for children, whānau and local communities in the lower North Island. To fund these services on a continuing basis, the Y needs to generate sufficient cash flow to pay all service costs and provide suitable equipment for the safety and enjoyment of all. Our main sources of income come from:

- ▼ Charging customers affordable rates for the services they use
- ▼ Government subsidies to cover otherwise loss making programmes
- ▼ Donor community generosity to fund infrastructure and fee assistance

Our margins are tight and, as 75% of our funding comes from customers, we rely on you to pay bills promptly. Our ability to provide extended credit to our customers is severely limited. Consequently, we enforce a strict payments regime, followed by an active overdue collection policy

### Enrolment fee

Y Central reserves the right to charge a deposit in advance to cover any expected WINZ arrears. This deposit will be credited to your account once WINZ arrears are cleared.

### Direct debits (Ezidebit)

Y Central has a relationship with Ezidebit for direct debiting services. A direct debit is set up at the time of making your first booking and payments will come out your account fortnightly on a Thursday (after the programme has been provided).

The direct debit amount may alter depending on the cost of care owing and any WINZ subsidy payments received by Y Central.

Please note some banks may charge additional fees for establishing a direct debit. Having a Visa/Mastercard set up in your Ezidebit account incurs an additional fee of 2.68% (min \$0.96).

We provide services to our customers (on credit) on the basis that they pay their account balance each fortnight via direct debit. If the direct debit is not paid, we assume there is an unresolved billing issue, or a temporary lapse from our customer. In this situation we provide a “reminder” requesting prompt action.

If direct debit payment is unpaid for two payment periods, we will contact the customer about their account directly and, depending on the outcome, relevant action will be taken. This could include suspension of attendance or setting up debt collection payments. Formal collection proceedings can include referral to an external collection agency. These costs will be forwarded on to the parent or caregiver.

### Invoicing & Payment

Y Central will email you an invoice weekly for term programmes, fortnightly for holiday programme & camp, after the programme has been provided. The invoice will exclude any WINZ subsidy if applicable. Parents are liable for the full cost if the WINZ subsidy is not successful. The email sent will include when the invoice will be debited. Multiple children will result in multiple invoices.

Please note, we cannot guarantee delivery of emails as this relies on an external source. You are obligated to make payments on your account as part of the standard terms and conditions of the signed agreement. If you have any concerns regarding payment, please contact us directly.

**You agree to pay for all booked sessions and understand that access to the programme may be withdrawn if fees are in arrears. You also understand that there may be fees involved in changing or cancelling your booking as per our fees table.**

**If your account is overdue and requires debt collection, you will be liable for any legal and collection charges incurred to recover the amount owed.**

**Your child will not be allowed to attend programmes until the debt is cleared.**

### **Financial queries**

For invoicing or financial queries contact our Y-Kids Administrator on 0800 YMCA 4U (96248) or email us at [ykids@ycentral.nz](mailto:ykids@ycentral.nz).

### **Work & Income NZ (WINZ) Subsidy:**

Y Central accepts WINZ subsidies. It is important to remember that it is **your responsibility** to ensure your paperwork is submitted to WINZ as soon as possible before your child's programme begins. We will email our portion of the form out to you within two working days of confirmation of enrolment. If you have not received these within two working days, please contact us.

Any balance **not** covered by WINZ in the fortnightly direct debit period will be direct debited from your account in full. This includes any charges incurred if WINZ declines your subsidy and you do not cancel/change your booking within the timeframes specified in our Parent/Caregiver Information Handbook or our terms and conditions.

### **Refunds policy**

Fees are non-refundable. Requests for credit due to any extenuating circumstances, such as a family emergency, must be made directly with the Y Central Area Manager for consideration.

## **BOOKING FEES, ABSENCES, CHANGES AND CANCELLATIONS**

All of our centres have a maximum approved capacity. If you have not booked your child in, we may not be able to accommodate them. All changes to bookings and absences (whether last minute or not) require notification. Refer to our Schedule of Fees online for any applicable charges.

If a child does not attend the service due to a family emergency or other extenuating circumstances, a credit may be arranged at the discretion of Y Central.

Y Central reserves the right to alter fees and charges in connection with our services. We will give 30 days' notice of any changes.

<b>To make a booking (subject to availability)</b>	
Greater than 2 full working days' notice	<ul style="list-style-type: none"> <li>• Standard fees apply</li> <li>• Can make booking on-line, directly with centre or support office</li> </ul>
Less than 2 full working days' notice	<ul style="list-style-type: none"> <li>• Additional casual booking fee applies</li> <li>• Can only be done directly with centre or support office</li> <li>• Any changes on day of care must be advised by 11am (penalties may apply)</li> </ul>
<b>To cancel a booking</b>	
Greater than 7 full calendar days' notice	<ul style="list-style-type: none"> <li>• No charge</li> <li>• May be done on-line, directly with the Centre or support office</li> </ul>
Less than 7 full calendar days' notice	<ul style="list-style-type: none"> <li>• Full fee applies</li> <li>• Can only be done directly with the Centre or support office</li> <li>• Any changes on the day of care must be communicated by 11am (penalties may apply)</li> </ul>

### **Absences:**

Please notify all absences to the centre. This helps us in the planning of our programmes and lets us know that your child is safe. If we don't receive notification of absence, we will contact you to ensure the safe whereabouts of your child and phone fees may apply.

### **Sick Fee:**

If your child is sick and absent from school, please notify the centre before 11am for term time, 8.30am for Holiday programme, and we will reduce your fees to our Sick Fee. If we don't receive notification of your child's absence, then the full fee will be charged. Y Central reserves the right to request a medical certificate

### **Casual bookings:**

Please note that any session booked with less than 2 full working days' notice will be classed as a casual booking and will attract a casual booking fee. This fee is the normal fee + \$7.50.

### **Late pick up:**

We all have unavoidable delays, but please let us know if you are going to be late to the programme. This helps us reassure your child and organise staff. Any pick-ups that are later than 5 mins after the closing of the programme, will incur a late fee.

- ▼ **Our late fee is \$25 per child for up to the first 15 minutes, and \$1 per minute after this point.** Should there be recurring late pick-ups, Y Central reserve the right to take further action including removing access to the programme. Exceptional circumstances will be taken into consideration.

### **School Early Closure:**

On days that school closes early, we may open our programme early. The fee for this is \$7.50 per hour until 3pm, and then the normal session fee applies. If this is your normal booked session, your child will be automatically enrolled for the early finish. If you do not need care, it is your responsibility to ensure that this is cancelled. Our normal cancellation policy applies.

A copy of our policies and procedures are available at each Centre or online at [www.ycentral.nz](http://www.ycentral.nz). This document includes our Child Collection Policy, Refund Policy and Complaints and Feedback Policy.