



# YMCA SCHOOL HOLIDAY PROGRAMME

## Registration Form

Centre:

Parent/Caregiver name: \_\_\_\_\_ Customer Code: \_\_\_\_\_

Email address: \_\_\_\_\_

Address: \_\_\_\_\_ Street: \_\_\_\_\_ Suburb: \_\_\_\_\_ City: \_\_\_\_\_ Postcode: \_\_\_\_\_

Parent/caregiver DOB: \_\_\_/\_\_\_/\_\_\_ Home phone: \_\_\_\_\_ Cell phone: \_\_\_\_\_ Work phone: \_\_\_\_\_

Please note: Multiple children's details should only be on the same form if they are attending the same holiday programme on the same days.

Childs (1) first name: \_\_\_\_\_

Childs (1) surname: \_\_\_\_\_

DOB: \_\_\_/\_\_\_/\_\_\_

Sex: M F Ethnicity: \_\_\_\_\_

Medical/Dietary conditions: \_\_\_\_\_

\_\_\_\_\_

Swimming ability: BEG INT STR

What school does your child attend?

\_\_\_\_\_

Childs (2) first name: \_\_\_\_\_

Childs (2) surname: \_\_\_\_\_

DOB: \_\_\_/\_\_\_/\_\_\_

Sex: M F Ethnicity: \_\_\_\_\_

Medical/Dietary conditions: \_\_\_\_\_

\_\_\_\_\_

Swimming ability: BEG INT STR

What school does your child attend?

\_\_\_\_\_

Childs (3) first name: \_\_\_\_\_

Childs (3) surname: \_\_\_\_\_

DOB: \_\_\_/\_\_\_/\_\_\_

Sex: M F Ethnicity: \_\_\_\_\_

Medical/Dietary conditions: \_\_\_\_\_

\_\_\_\_\_

Swimming ability: BEG INT STR

What school does your child attend?

\_\_\_\_\_

If we can't get in touch with you we can contact:

Emergency contact 1: \_\_\_\_\_

\_\_\_\_\_

Relationship to child: \_\_\_\_\_

Phone: \_\_\_\_\_

Cell phone: \_\_\_\_\_

Emergency contact 2: \_\_\_\_\_

\_\_\_\_\_

Relationship to child: \_\_\_\_\_

Phone: \_\_\_\_\_

Cell phone: \_\_\_\_\_

Who can we release your child to? (other than those listed above)

Name 1: \_\_\_\_\_

Relationship to child: \_\_\_\_\_

Name 2: \_\_\_\_\_

Relationship to child: \_\_\_\_\_

Special instructions about collecting your child(ren):

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Is there anyone who we should not release your child to? (Please provide legal documents if applicable)

Name 1: \_\_\_\_\_

Relationship to child: \_\_\_\_\_

# Registration Form Continued

How did you hear about this programme? \_\_\_\_\_

What would make your child's stay more enjoyable? \_\_\_\_\_

Does your child have any allergies? (Please List) \_\_\_\_\_

Is there anything else we need to know about your child? \_\_\_\_\_

Is your child registered with any agencies? If so please name them: \_\_\_\_\_

(This information is only used if there are concerns around the health and safety of children in our care. Please see our privacy statement)

Are there any situations which may trigger behaviour concerns? \_\_\_\_\_

I \_\_\_\_\_  
give permission for YMCA Greater Wellington to capture and use imagery (videos and/or photographs of my child(ren)).

I certify that I am over 18 and if providing consent for dependents that I am their parent or legal carer. I grant YMCA rights to use the images resulting from the photography and/or videography, and any reproductions or adaptations of the images and/or video(s) for fundraising, publicity, or other purposes to help achieve the YMCA'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.

I understand that all imagery and/or footage will be held securely by the YMCA for up to three years

Are you applying for a WINZ subsidy? Yes No GP Name: \_\_\_\_\_

What is your WINZ number? \_\_\_\_\_ Practice: \_\_\_\_\_

Is the correct paper work enclosed? Yes No Phone: \_\_\_\_\_

By signing this form I understand that I am accepting the terms and conditions as outlined in this document, also available on our website.

By signing this registration form I understand that if for whatever reason my WINZ application is declined or only partially paid that I am liable for the remaining cost of registration for my child(ren) in the YMCA school holiday programme.

WINZ paperwork must be brought to your nearest YMCA venue and signed off prior to the programme (Porirua, Lower Hutt, YMCA Upper Hutt, or any YMCA ASC centre.)

Name: \_\_\_\_\_

Date: \_\_\_/\_\_\_/\_\_\_ Signed: \_\_\_\_\_

I want to be emailed other YMCA event and programme information Yes No

I give permission for my child(ren) to be photographed: Yes No

I give permission for sunscreen to be applied to my child(ren): Yes No

Please specify the programme and dates you wish to book for care. Refer to the Holiday Programme brochures for more information.

Programme Selection: \_\_\_\_\_

Location: (Please specify which Y-Kids site you wish to book) \_\_\_\_\_

Dates of Care: \_\_\_\_\_

Total Cost: \$ \_\_\_\_\_

# TERMS & CONDITIONS

By making this booking, you are agreeing to the following terms and conditions, including enrolling your child in a YMCA programme.

## FEES, ABSENCES AND REFUNDS

You agree to pay for all the sessions booked. If you book by 20th of September you save 5% on your booking.

## PAYMNET & BILLING INFORMATION

YMCA has a relationship with Ezidebit for direct debiting services. A direct debit is established at the time of making your first booking, and will come out on the designated date or fortnightly after the care has been given. The direct debit amount will automatically alter dependent on the cost of care owing and any WINZ payments made.

We cannot guarantee delivery of emails as it relies on an external source. Please note your obligation to make payment on the account remains

## CANCELLATIONS/CHANGE DAYS

Cancellations or changes to existing bookings notified to the centre supervisor with seven full calendar days' notice will result in no charge.

Cancellations or changes to existing bookings with no notice given or if notice is under seven calendar days will result in full charge.

In the event your child is sick from our programme you will be charged \$20 instead of the booked fee, this does need to be reported to the centre supervisor by 8.30 am that day.

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 the YMCA for the day/s to be attended in the next holiday programme. This credit will not be extended further than the following holiday programme.

All absences must be notified as soon as possible to the supervisor of the centre even if it is on the day of the absence. A phone fee will be applied at the discretion of the supervisor for any phone calls made to verify non-attendance.

## ADDITIONAL CHARGES

### LATE PICK UP FEE

A late pick up fee of \$20 per child for the first 15 minutes, and \$1 per minute after this point, will apply if children are not collected prior to programme closing time. Exceptional circumstances will be taken into consideration.

### BEFORE AND AFTER CARE

If your child is booked in for a programme where after care is additional from 3.30, and you pick your child up after 3:30 pm, you will be billed for the additional care.

If for any reason, a staff member needs to make a phone call to you, then you may be charged a \$5 phone fee in addition to any applicable fees. If your account is overdue and requires debt collection, you, the client, will be liable for any and all legal collection charges necessary to recover this amount. Your child will not be allowed to attend programmes until the debt is cleared.

### WINZ payments

YMCA Wellington accepts WINZ subsidies. It is important to remember that it is your responsibility to ensure your paperwork is submitted to WINZ before the programme begins. We will email our portion of the form out to you within two working days. If you have not received these within two working days, please contact us. Any balance not covered by WINZ before the fortnightly direct debit will be taken in full. This includes any charges incurred if WINZ declines your subsidy and you do not cancel your booking within the timeframes specified in our Parent Handbook.

## IMPORTANT INFORMATION FOR PARENTS

### SIGNING IN/OUT

All children must be signed in and out of the programme upon picking up or dropping off your children. The YMCA 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).

### ACTIVITIES

We aim to follow our advertised programme and give acceptable notice of all changes to activities and programming; however this is not always possible. Please understand activities may change without notice if circumstances demand. The YMCA is not obliged to offer any compensation for this occurring as limited numbers and other circumstances must be met to run all sessions. A copy of our OSCAR policies and procedures are available at each holiday programme centre. This document includes our Child Collection Policy, Refund Policy and Complaints Policy.

### CONSENT

If you give permission for your child to be photographed, photos may be displayed in house and we reserve the right to use them in our advertising and marketing.

### COLLECTIONS POLICY

YMCA of Greater Wellington is a not-for-profit organisation dedicated to providing social and recreational services for kids, families and communities in the lower North Island. In order to fund these services on a continuing basis, the YMCA needs to generate sufficient cash flow to pay all service costs and provide suitable equipment for the safety and enjoyment of all.

We provide services to our customers (on credit) on the basis that they will pay their account balance fortnightly 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" to prompt action. If direct debit payment is unpaid for two payment periods, we will contact the customer about their account and, depending on the outcome, relevant action will be taken, this could include suspension of attendance or debt collection. Formal collection proceedings can include referral to a Collection Agency. These costs will be forwarded on to the parent or caregiver. 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.

#### MSD Approval and standards

Our YMCA Holiday Programmes have been approved under MSD standards. All care will be taken to provide a safe and well supervised environment for children attending the programme in accordance with these standards.

This YMCA programme has been approved under MSD OSCAR standards. All care will be taken to provide a safe and well supervised environment for children attending the programme in accordance with these standards.

#### RISK

You understand that with all kids programmes there are risks involved. The YMCA manages risk by having and implementing our Out of School Programme Policy and Procedures document. This document has 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. YMCA 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 judgement of the Y-Kids OSCAR Manager, Operational Managers, programme supervisor and staff.

The YMCA 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 as a result of medical attention required.

#### VEHICLE POLICY

Where programme activities require children to be transported off site, children may be transported by bus, YMCA vehicle, or on foot. At all times when children are being transported, the ration will be 1 adult to 8 children. The YMCA use reputable bus companies. All YMCA vehicles will comply with NZTA legislation and be driven by staff members that hold a clear full NZ driver's license. By agreeing to those terms and conditions, you agree to your child being transported when required.

#### BEHAVIOUR

If your child continually acts inappropriately, or places themselves, other children or staff in danger you will be contacted. If problems continue, access to the programme may be withdrawn. We cannot guarantee delivery of email, as it relies on an external source. Please note that your obligations to make payment on the account remains. You need to ensure that your email address is kept up to date - if it changes, make sure you let us know, as with the rest of your contact details.

#### PHOTOGRAPHY CONSENT

If you have given permission for your child to be photographed, you grant rights to use the images resulting from the photography, and any reproductions or adaptations of the images for fundraising, publicity or other purposes to help achieve the YMCA'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 YMCA for a maximum of three years. If you have any queries/concerns regarding photography or images that have been collected, please contact YMCA Management.

#### Privacy Statement:

Ymca Greater Wellington 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, YMCA greater Wellington will be required to share any relevant information with appropriate agencies ( such as Oranga Tamarikik, health and education providers, police etc) with or without parental consent. Any questions, or for further guidance, please speak to your YMCA centre manager or view YMCA Greater Wellington policies and procedures.