



## TERMS & CONDITIONS OF SERVICE

Please read the following information carefully. You must accept these terms and conditions of service to be able to complete your order.

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

Our Y-Central programmes have 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.

### **Activities:**

We aim to follow a scheduled 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 it. Y-Central is not obliged to offer compensation for this occurring because limited numbers and other programming variables must be taken into consideration to run all sessions.

### **Signing In/Out:**

All children must be signed in and out of the programme when dropped off or picked up. The Y 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 the Y 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 6:00pm. A late pickup fee of \$20 per child for the first 15-minutes and \$1 per minute thereafter will be charged.

### **Transport:**

Where programme activities require children to be transported, children may be transported by bus, Y-Central vehicles or on foot. When children are being transported, the ratio will be at least one adult to 8 children at all times. The Y uses reputable bus companies. All Y-Central vehicles comply with NZTA legislation and are driven by staff members who 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 *Transporting People Policy* for more details.

### **Policies and procedures/ Health and safety:**

You understand that with all children's programmes there are risks involved. The Y manages risk by having and implementing our *OSCAR Policies and Procedures Manual*. This document covers areas such as child protection and safeguarding, as well as financial collection and refund policies, and complaints procedures. This document also 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. 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-Central Children's Services teams.

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 as a result of 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.

## **Photography/video consent**

If you give 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 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**

The Y 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 sets of guidelines which we believe are 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 kids, whānau and local communities in the lower North Island. In order 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 70% 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 very strict payments regime, followed by an active overdue collections 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 (after the care has been given). 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.

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.

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 all invoicing or financial queries, contact our OSCAR Administrator on 0800 YMCA 4U (96248) or email us at: [oscaraccounts@ycentral.nz](mailto:oscaraccounts@ycentral.nz)

#### **Work & Income NZ (WINZ) subsidies**

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. Details to follow in your booking summary email.

#### **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 Child Services Business Manager for consideration.

## BOOKING FEES, ABSENCES, CHANGES AND CANCELLATIONS

All 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 on-line for 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.

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

<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 Manager, as 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.

Please refer to [www.ycentral.nz](http://www.ycentral.nz) or contact your local centre managers

<b>Location</b>	<b>Centre Managers</b>	<b>Phone</b>
Greater Wellington region	Refer to website	0800 YMCA 4U (96248)
Whanganui	Simon.bowker@ycentral.nz Lauren.engelbrecht@ycentral.nz	027 269 1452 06 349 0197
Palmerston North	kevin.talbot@ycentral.nz	027 286 9758 06 358 8921
Linton	Samantha.schoenwald@ycentral.nz	06 358 8921
Support Office	y-kids@ycentral.nz oscaraccounts@ycentral.nz	0800 YMCA 4U (96248)

**Sick Fee:**

If your child is sick and absent from school, please notify the Centre Manager before 11am and we will reduce your fees to the \$6 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 bookings that are made with less than 2 days' notice will be classed as a casual booking and will attract a casual booking fee. This fee is the normal fee + \$5.00.

**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 \$20 per child for up to the first 15 minutes, and \$1 per minute thereafter**  
Should there be recurring late pick-ups, the Y reserves the right to take further action including removing access to the programme. However, exceptional circumstances will be taken into consideration.

**Schools closing early**

On days that schools closes early, we will open our programme early. The charge for this is \$6.00 per hour until 3pm, and then the normal session fees applies. If this is your usual booked session, your child will be automatically enrolled for the early school finish.

If you do not need care, it is your responsibility to ensure that this is cancelled. Our normal cancellation policy applies.