



Belonging, Quality, Nurture, Trust, Respect, Responsibility

TERMS & CONDITIONS

Before School Care (BSC), After School Care (ASC), Holiday Programme (HP)

By creating a profile and making a booking (whether you do it yourself or you have requested we do it for you) you are engaging in our service and therefore agreeing to be bound by the following terms and conditions of service (T's & C's) including any additional T's & C's or policies referenced here, or other KAS documents provided by email or given directly to you. We reserve the right to update, change or replace any part of these by posting updates, bulk messaging and/or changes to our website or booking system. It is **your** responsibility to check for changes and update yours and your children's personal details including who is authorised/not authorised to collect your child. We use the bulk messaging tool in Aimy to communicate these changes and it is not our responsibility to ensure you are subscribed to the notifications. Your continued use of our services constitutes acceptance of those changes.

In no case shall KAS, our directors, or employees, be liable for any injury, loss, damage, theft sustained to any child/ren or property/personal effects. Any damage, wilful or accidental to KAS or school equipment or property caused by a child or children will be the liability of the parent/s or caregivers and will incur additional charges

- It is at the discretion of the managing Director to exclude any parent/guardian child or family from attending any KAS programmes due to behavioural issues, complaints, health and safety or overdue accounts.
- Fees for BSC & ASC are distributed weekly in advance, for the following week. Unless prior arrangement is made, payment is due by the Monday of the week care is commence.
- Casual bookings, additional hours, phone calls, late fees, overdue account fees and any other charges outside the original bookings are due on receipt of invoice or by the due date, whichever is first.
- 10% late payment fees will be added to the total overdue account balance. Any fees that are unpaid will be forwarded to a Collection Agency & will incur Collection costs additional to the total amount outstanding.
- Any account holders who have an outstanding balance from the previous year will be unable to enrol at KAS until the amount is cleared
- Bookings with payments plans that have defaulted, may be cancelled without notice.
- We will make all reasonable attempts to contact you regarding your overdue account. If we do not receive any correspondence, we may forward your account to a debt collection agency where further costs will be incurred.
- If your children are not signed out of the programme, additional invoices are produced, and charged will **not** be credited.
- You must sign your child/ren in and out of the programme by the person/s indicated on the enrolment only and must only select your name. It is your responsibility to advise others that are authorised to do the same
- Your child may not attend if unwell, the programme must be notified of absence. If your child becomes unwell during the programme, we will call to advise you and they must be collected as soon as practicable
- Our programmes have safety procedures, rules, and boundaries in place to keep children safe, these must be complied with, and instructions followed, I have explained this to my child/ren
- If your child will be absent from the programme, you must notify the programme by 2.00pm by text or phone call
- Phone calls are charged at \$3.00 per call when notification of absence has not been given
- If your child is the only one to be collected at a school we pick up from (transport) and you have not notified the programme of their absence, additional fees will apply.
- Late pick up fees will be charged in 15-minute increments or part thereof at \$25.00 per child after close of programme (6.00pm)
- KAS has an annual close-down at Christmas, dates will vary year to year.

KIDS AFTER SCHOOL

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- If children do not attend the school where the programme is based, you give permission for your child to be dropped off to or collected from their school and transported to the programme.
- You give permission for your child to be transported to and from excursions or to another programme as advertised
- Supervisors may administer first aid if any injury occurs.
- You give permission for KAS Management to discuss your child with their school if the need arises, I will be contacted to discuss if this is necessary.
- You give permission for KAS staff to arrange any necessary urgent medical treatment at my cost. I will be advised if this is necessary and why
- It is your responsibility to advise KAS if the school your child attends has made any changes to their usual attendance i.e., early school finish, union meeting, teacher only day. Advise your Programme staff as soon as practicable
- KAS staff are not permitted to provide care to families during the usual operating hours.
- In Line with normal business and commercial practices, statutory (public) holidays which fall on normal school days, including teacher only days, school closures etc, will be charged at normal booking rates

Types of bookings

Permanent Bookings

Once booked, days cannot be cancelled or swapped, casual fees will apply for any additional days

- Permanent bookings must be made **EVERY WEEK** for the **FULL YEAR** at the time of booking (exceptions only as below) and must be the same for the full year. If booking is not made for the full year, bookings will be made for you by KAS office staff.
- If your child/ren has a permanent booking and is absent, full fees will apply.
- We require five business days' notice in writing to the KAS office for cancellations and changes to permanent bookings
- If the school your child attends has an early finish and KAS is based at that school, we will expect them to attend unless you advise the programme otherwise.
- For children who are expected to be absent from the programme for a period of five consecutive days or more, KAS will charge a holding fee of 50% holding fee will be applied to the invoice for the week. Two weeks' notice in writing must be emailed to the KAS office
- If anyone other than a person listed on my profile, is to collect my child as a one-off, I will notify the programme in writing (text is sufficient).
- Full Week discounts will only apply for full sessions 5 days per week, every week – see fee schedule for details

Casual Bookings

This is a one-off booking or a booking that does not have a pattern

- If bookings are made by the programme on the day child/ren needs care, **CASUAL** rates will apply and **WILL** be chargeable if child/ren do not attend (Express Bookings)
- After School - Full fees will apply if the KAS office is not notified by 12.00pm on the day care is required
- Before School – Full fees will apply if the KAS office is not notified by 5.00pm the day before care is required

Rosters or Shifts

We may be able to provide permanent rates instead of casual if you work on a roster or shift basis – if this is the case, the following rules will apply, however, KAS reserves the right to determine whether the roster/shift pattern will receive these permanent rates.

- Book at least 10 business days before care is required, bookings after this time will be deemed **CASUAL**
- If both before and after school are required, at least one BSC session and one ASC session is required for the booking each week

KAS

KIDS AFTER SCHOOL

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- If either ASC or BSC is not required, each week (as above) **CASUAL** fees will apply
- Once booked, days cannot be cancelled or swapped
- Bookings made on the day are deemed casual
- In Line with normal business and commercial practices, statutory (public) holidays which fall on normal school days, including teacher only days, school closures etc, will be charged at normal booking rates and are to be booked as per parent roster (evidence of roster may be requested by KAS office)

WINZ

- A \$40.00 administration fee will be billed per family per year
- OSCAR Subsidy application forms are to be submitted prior to the child/ren starting at KAS
- Declaration forms will be submitted to the KAS office at least one week before each holiday period

Holiday Care

- Fees for holiday programme are due at the time of booking.
- Cancellations must be made in writing to the KAS office by 2.00pm Friday the week before booking commences.
- Transfers can be made to another day in the same holiday period provided notification is received at the KAS office in writing by 2.00pm one business day prior to the day in question and providing space for extra children is available on the day.
- Transfers **cannot** be made to another day that is already booked – the cancellation policy will not apply in this circumstance. No refunds or credits will be available for price differences; however, additional fees may apply.

Activity Drop off

At some KAS centres we are able to take your child/ren to their after-school activity

- An activity permission form must be completed each school year and given to the Programme Manager
- If we are collecting your child/ren from their after-school activity as well, full session fees will apply.
- Fees may apply for this service.

Payment

Payment can be made directly into our KAS bank account or through your parent portal – methods include direct payment, direct debit, and credit card.

Behaviour Management:

We pride ourselves on our behaviour guidance strategies. We endeavour to give children freedom within the programme, physical and behavioural boundaries are explained to all children, these boundaries are in place to keep all children and staff safe, If behavioural issues arise and children do not respond to the strategies we have in place, which may compromise the safety of other children and staff, you will be asked to collect them immediately and your child may be suspended from the programme,. A refund will not apply.

Confidentiality

KAS Management will ensure staff and child confidentiality. At all times, the employees of Kids After School will comply with the requirements of the Privacy Act 2020.

All information collected shall not be shared except with the owner's permission or as required by legislation, for example, Health & Safety Act.

All sensitive and personal conversations, including telephone conversations, shall be held discreetly and in private.



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All permanent changes or cancellations are to be directed to KAS Head Office only – the Programme staff are not responsible for decisions regarding these or account charges or forwarding messages or emails, these must be sent directly to: admin@kidsafterschool.co.nz