



# Terms and Conditions

## PowerZone Christchurch Trust

Please read these before submitting enrolment

**We aim to provide a safe, positive, encouraging & EXCITING environment for your children.**

PowerZone is a not for Profit organisation, we exist simply because we are passionate about providing the best care for your children in a positive, Christian environment.

We are a Christian special character programme, our content contains Christian themes and beliefs. However, we are open to all families.

### Before school, and After school Enrolments

Spaces in the PowerZone programmes are limited. Acceptance into any PowerZone programmes is based on availability and at the discretion of PowerZone Christchurch Trust. Enrolment is finalised upon receipt and confirmation of an online enrolment via the Parent Portal. We are unable to accept verbal bookings.

Parents are required to pay for **all** enrolled days, whether or not their child is in attendance. \*See 'attendance' section below for more information.

### Holiday Programme Enrolments

Spaces in the PowerZone programmes are limited. Acceptance into any PowerZone programmes is based on availability and at the discretion of PowerZone Christchurch Trust. Enrolment is finalised upon receipt and confirmation of an online enrolment via the Parent Portal. We are unable to accept verbal bookings.

**Enrolments close 1 week before holidays begin.** Due to the need to roster staff, organise activities, and buy resources, late enrolment may not be accepted.

Changes to enrolments will only be accepted up until **1 week** before the programme begins.

**Your booking may be cancelled or put on hold if you have unpaid fees from previous programmes.**

### Contact Information

It is your responsibility to ensure that the contact information kept on file by PowerZone is always current and kept up to date via the Aimyplus parent portal.

## **WINZ Subsidy**

Forms are to be sent to the PowerZone Office to be completed. PowerZone holds no responsibility for non-payment of WINZ Subsidies if forms are not provided to us for completion and/or return to the relevant WINZ Office. It is parent's responsibility to return forms to Work and Income. Liability for payment of fees remains the responsibility of parents/caregivers in all circumstances.

## **Attendance, Absences, Holds**

**Parents are required to pay for all enrolled days, whether or not their child is in attendance.**

For daily absences (due to sickness, unexpected appointments etc) please notify PowerZone **021-065-1917** (Txt is preferred) in these cases, due to pre-organised staffing ratios, parents will still be charged for the booking.

If you know in advance that your child will not be attending on a certain day or days (due to family holidays or other planned events) please email [miriam.anderson@chch.elim.org.nz](mailto:miriam.anderson@chch.elim.org.nz) more than 1 week in advance of your booking. If we receive at least 1 weeks' notice parents will not be charged for the booking. If the absence is longer than 3 sessions, you will be subject to a 'hold fee' of \$5 per session. This includes absences due to school activities (eg. school camps, teacher only days, parent/teacher interviews). **We cannot accept verbal notice of these types of absences, this must be in writing via email.**

**It is parent's responsibility to inform PowerZone of any absences.** It is very important you let us know if your child/ren are absent from PowerZone. If we turn up at a school and can't find your child/ren, we are unable to leave until we have established the whereabouts of them. This puts other children in danger as we will then be late to pick up the next school.

**Unexplained Absence Fee:** In the event that you have not communicated the absence of your child/ren and PowerZone staff turn up to a school and can't find your child/ren you will be charged an unexplained absence fee of \$5 at the discretion of PowerZone Manager.

**Hold Fee:** The hold fee is an option if your child will be absent temporarily to due after school activities, family holiday etc. You pay a hold fee of \$5/session per child for PowerZone to hold open a space for when they return. If you choose not to pay a hold fee, your child's space may be permanently given to someone else.

## **Cancellations/Change or enrolment**

All cancellations and changes of enrolments must be submitted in writing via email [miriam.anderson@chch.elim.org.nz](mailto:miriam.anderson@chch.elim.org.nz) more than 1 week before. If notice is

given less than 1 week before, parents are still required to pay for all enrolled days.

Changes in enrolment are subject to space availability, please check with us before making any changes.

### **Policies and Procedures**

Please see the Supervisor if you wish to view our full Policies and Procedures. It contains detailed information on Health & Safety, making complaints, employments practices, etc.

### **Compliments, issues or concerns**

Please speak with the Supervisor in the first instance. Should you wish to take the matter further, please put your concerns in writing to the Manager at [miriam.anderson@chch.elim.org.nz](mailto:miriam.anderson@chch.elim.org.nz)

### **Signing your child in and out**

Each day when you collect your child, it is essential that you sign your child out on the daily roll. The Supervisor will show you how to do this on the tablet. We need to know that your child has gone home safely. On full day programmes, or for Before School care, you will also be asked to sign your child in.

### **Collecting your child**

If a person arrives to collect your child who has not been authorised, we are obliged (for your child's safety) to keep your child in our care until you have been contacted to give consent. To save hassle and embarrassment for all concerned, we would appreciate prior notification regarding those authorised to pick up your child.

### **Early Drop off Fees**

In the event your child is dropped off earlier than the time booked, a \$1 per one minute charge will automatically occur.

Early drop – offs are only available upon the permission of the programme supervisor. Please discuss your needs with us before dropping off early.

### **Late pick up Fees**

Please inform us via txt message **021-065-1917** if you are going to be late to pick up your child.

**A late fee will incur should you pick up your child after the finish time of their enrolled programme.**

After School Programme – This session closes at 5.30pm a late fee will be charged if you child is picked up after 5.30pm.

Holiday programme Main Session – This session closes at 3pm a late fee will be charged if you child is picked up after 3pm. Last minute afternoon care may be available for those children already booked into the main session. Parents must check with the Supervisor to ensure there is enough space for your child.

Holiday Afternoon Session – This session closes at 5.30pm a late fee will be charged if you child is picked up after 5.30pm.

Late fees are charged at \$1 per 1 minute late after the finish time of the session.

*Late fees are at the discretion of the programme manager.*

## **Holiday Programme Information**

Holiday programme doors open at 8am. Your child will not be permitted to enter the PowerZone building until 8am.

Absences must be reported before 9am. Please txt **021-065-1917** to report absences.

All children must be at PowerZone by 9am, as some activities require us to leave soon after this.

Child/ren will need to bring a morning tea snack and lunch everyday plus a hat and warm jacket for cooler days. Parents will be advised before each holiday programme if more specific attire is required.

Children are permitted to bring their own devices, tablets and phones etc. However, this is at their own risk. **All content on devices must be deemed appropriate by PowerZone staff. No child is allowed to access the internet during PowerZone programmes. PowerZone is not responsible for the loss/damage of children's personal toys/devices.**

**Sick children** are asked, out of consideration for all, to be kept at home.

**Late fees:** Please pay attention to the finish time of the session you enrol your child into. Late fees will incur for late pick up. See above under 'Late Fees' for more information.

## *Transportation*

Approved PowerZone vans and fully licensed, police vetted drivers will be used to transport your children to and from school, and to and from Holiday Programme activities. All vehicles are road legal.

Booster seats are provided for those who require them under the law.

<https://www.nzta.govt.nz/safety/vehicle-safety/safety-belts-and-restraints/child-restraints/using-child-restraints-in-new-zealand/>

By enrolling my child/ren, I give consent for my child/ren to attend and participate in all the activities advertised as well as replacement activities that may be needed. This includes Van transportation, and walking to venues, as well as swimming. I will inform a PowerZone Supervisor prior to my child/ren attending an activity if i feel they may need special attention (e.g. can't swim, tends to wander, is extremely prone to sunburn, etc).

## **Disciplinary Procedure**

PowerZone staff are trained to deal with challenging behaviour in positive, constructive ways. PowerZone strives to be a place where children feel safe, and happy, if your child's behaviour is negatively impacting the safety or enjoyment of other children, disciplinary action will be taken. If we deem your child to be behaving out of control, to the detriment/danger of other children, staff, parents, or property, you will be contacted to pick up your child immediately. Children who display ongoing or extreme behaviour may be suspended or permanently removed from the programme at the discretion of the PowerZone coordinator.

## **Emergencies**

Our staff are trained to deal with emergencies. In the case of a serious accident involving my child, I hereby give my permission for the PowerZone Team to either call an ambulance or take my child to the nearest medical facility first then I will be notified. In a civil emergency the Team will remain at the centres until all children are collected.

## **Prescribed Medication**

I hereby give permission to the PowerZone Team to administer medically prescribed medication to my child. Full information on dosages will be provided on a medication consent form. I understand that the Team will formally record

each time a medication is administered and I will be required to sign this each day.

### **Self-Medication**

I will notify the PowerZone Team that my child carries medication with them and will self-medicate when necessary. I understand that my child is to let staff know when they self-medicate so that a record may be kept and any further instructions followed.

### **Photographs of Children / Children's work**

I acknowledge that photographs of my child or items of my child's work completed at the PowerZone Programmes may be used at a later date for training, marketing and promotional purposes. I hereby give my consent for this unless, further down the enrolment process, I may select 'No' as an option regarding permission to photograph my child.

### **Payment Terms and Conditions:**

**We require payment of fees in order to continue caring for children such as yours.**

1. I agree to pay all fees as stipulated upon programme bookings.
2. I understand that I must give PowerZone more than 1 week's written warning before changing/cancelling any enrolments or I am liable to pay for full fees.
3. I understand I can make payments via Direct Credit to PowerZone:

**02-0800-0746038-13**

Please use your child's first and last name and account number as the reference. There is no charge for Direct Credit payments.

4. There will be no refunds for cancellations after the cut-off period for all Holiday Programme enrolments. Refunds will only be given if you contact the PowerZone Office before the cut-off date as detailed above. Refunds are only given at the discretion of the PowerZone coordinator.
5. Session swaps may be available if space allows, up to 1 week before. Extra sessions can be added at the regular enrolment fee, this must be done before enrolment cut-off date.
6. Payments are due the week of care. If a payment defaults more than 4 weeks, PowerZone reserve the right to cancel your enrolment.
7. Unpaid fees are subject to debt collection. Parents are liable to pay for fees incurred during the debt collection process.

8. By agreeing to these Terms and Conditions you authorise PowerZone to:
- collect, retain and use any information about you for the purpose of assessing your creditworthiness or marketing products and services to You; and
  - disclose information about You, whether collected by PowerZone from you directly or obtained by PowerZone from any other source, to any other provider or any credit reporting agency for the purposes of providing or obtaining a credit reference, debt collection or notifying a default by you.

### **Privacy and Confidentiality**

Where you are an individual the authorities under this clause are authorities or consents for the purposes of the Privacy Act 1993, you shall have the right to request from PowerZone a copy of the information about you retained by PowerZone and the right to request PowerZone to correct any incorrect information about you held by PowerZone

I acknowledge that the information contained herein is confidential, and pursuant to the Privacy Act, will only be used by PowerZone to effectively care for my child/ren and not used or distributed for any other purposes.

Representatives from the Ministry of Vulnerable Children OSCAR Approvals Team may view this information as part of the programme assessment process.