

PARENT INFORMATION

WELCOME TO FUN ZONE

OUR COMMITMENT TO YOUR CHILD

Fun Zone Group Ltd provides safe, caring, and inclusive **Before School, After School, and Holiday Programmes**, as well as occasional Camps. Our programmes support children's **safety, wellbeing, enjoyment, and development**.

We work in partnership with families and follow all New Zealand safety and OSCAR requirements.

PROGRAMMES & HOURS

Before School Care (Term time)

- Monday–Friday, between **7:00 am and 9:00 am**, depending on the school venue
- Please do not drop children off before 7:00 am. Early drop-off fees may apply.

After School Care (Term time)

- Monday–Friday, **3:00 pm–7:00 pm**
- Children must be collected by 7:00 pm. Late pick-up fees apply.

Holiday Programme

- Monday–Friday during school holidays
- Operates between **7:00 am–7:00 pm** (exact times confirmed for each programme)

Camps

- Held up to twice per year during school holidays
- For children **10 years and over** only

Food & Nutrition

- Children are provided with breakfast (Before School Care) and afternoon snacks
- **No junk food** at Before School Care
- Junk food brought from home must be put away during After School and Holiday Programmes
- Please list **all allergies and dietary needs** on the enrolment form and update us if anything changes

What Parents Need to Do

- Complete enrolment before your child attends
- Keep contact, emergency, and medical details up to date
- Sign your child in and out each day

SAFETY, SUPERVISION & HEALTH

Supervision Ratios

- Standard programmes: **1 staff member to 15 children**
- Swimming activities: **1:6** (public pools) or **1:10** (school pools)
- Excursions: maximum **1:8**
- Camps: **1:5**

Our Staff

- All staff are trained, experienced, and police-vetted
- Children are always supervised
- At least one staff member with current first-aid training is always on site

Health & Medical Care

- Minor injuries are treated on site and shared with parents at pickup
- Parents are contacted immediately for serious injuries or illness
- Medication is given **only with written consent**
- Please keep sick children at home to protect others

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Keeping Children Safe

- Daily health and safety checks
- Regular emergency drills (fire, earthquake, lockdown)
- Children are released **only** to authorised adults

If a Child Is Not Collected

- Parents are contacted straight away
- Emergency contacts are called if needed
- Police are contacted only if no authorised adult can be reached

BEHAVIOUR, INCLUSION & COMMUNICATION

Behaviour Guidance

We use **positive behaviour guidance** to help children learn and grow. We encourage children to:

- Be respectful to others
- Use kind and appropriate language
- Solve problems without physical contact
- Follow Fun Zone rules

We never allow:

- Physical punishment
- Verbal abuse
- Isolation
- Any behaviour that harms a child's physical or emotional wellbeing

If behaviour becomes unsafe or ongoing, parents will be contacted and we will work together on next steps.

Children With Different Abilities

- All children are welcomed and considered individually
- Parents are consulted before attendance begins
- Support plans may be developed when needed

Personal Devices & Belongings

- Personal Devices may be used only during free time or when approved by staff
- Photos of other children or staff are not allowed
- Fun Zone is not responsible for lost or damaged items

Communication

- All changes to attendance, pickups, or permissions must be **in writing** (Enrolmy, email, or text)
- Please let us know as soon as possible if plans change

ENROLMENT & FEES

Enrolment

- Enrol online through **Enrolmy** or complete a paper form
- Enrolment must include contact details, emergency contacts, medical info, and authorised pick-ups

Fees & Payments

- Fees are charged for the **space booked**, not attended days
- **No cash payments** accepted
- Invoices are issued weekly
- Late payment fees may apply

Cancellations

- Before & After School Care: **5 working days' notice** required
- Holiday Programmes: **7 working days' notice** required

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Subsidies

- All programmes are OSCAR-approved by MSD
- We encourage eligible families to apply for subsidies

Privacy

- We follow the **Privacy Act 2020**
- Your information is stored securely and used only for programme purposes
- You may request access to your information at any time

Overdue accounts

- Overdue accounts will receive a reminder text message one week in arrears advising of the overdue account (*Stage 1*).
- After two weeks overdue with no communication or arrangement a late fee 10% is added per week of the outstanding amount until communication or payment has been received or the account has been sent to our Debt Management Services and a text is sent (*Stage 2*).
- After three weeks overdue, with no communication or payment, Stage 3 will be implemented, a text is sent advising of removal of all services by a deadline (no more than 48 hours) a text is sent (*Stage 3*).
- Following Stage 3, a message with a 2-day deadline is dispatched, accompanied by an email to establish contact before the deadline arrives (*Stage 4*).
- If there has been no communication, the outstanding account (along with any penalty fees) will be sent to a Debt Collection Agency. Any expenses incurred in collecting overdue payments will be the responsibility of the parents or caregivers, not Fun Zone.

Refunds

- All refund requests **must be made in writing** and sent directly to **Fun Zone Head Office** (not to onsite staff).
- Requests should include:
 - The reason for the refund
 - The parent or caregiver's full name
 - Child's name
 - Bank account details for the refund
- Refunds are processed **in the same way the original payments were made**.
For example, if fees were paid weekly, the refund would be returned in weekly amounts.
- Once approved, refunds usually begin processing within **five (5) working days**.
- Refunds are not guaranteed and are assessed in line with our cancellation and notice period policies.

Credits

- In some circumstances, Fun Zone may issue a **credit** instead of a refund.
- Credits can be used for:
 - Before School Care
 - After School Care
 - Holiday Programmes
- Credits are valid for **12 months from the date of issue**.
- Credits:
 - Cannot be exchanged for cash
 - Cannot be extended beyond the expiry date
 - Cannot be refunded once issued
- Any unused credit remaining after 12 months will automatically expire.

Important Notes

- Refunds and credits are managed by Head Office to ensure accuracy and consistency.
- Please allow time for administration and processing.

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- If you are unsure whether a refund or credit applies to your situation, we encourage you to contact Head Office for guidance.
- If you have any questions about refunds or credits, please contact **Fun Zone Head Office** by email or phone, and we'll be happy to help.

Thank you for choosing Fun Zone. We value clear communication and strong partnerships with our families.



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ZONE**