

PARENT INFORMATION

INVOICING

Fun Zone processes all invoices one week in advance. Our invoices are due weekly. If a family requires an alternative payment, this must be approved by the Fun Zone Head Office (e.g., fortnightly or monthly).

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 a 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 enquiries MUST be directed to Head Office, NOT to site staff.

To request a refund, the parent or guardian must email or send a letter (signed and dated) explaining the reason for the refund and providing their bank account details. Refunds are typically processed within FIVE working days. Any amount exceeding \$200.00 will be reimbursed at the same amount and frequency as the payments received until the remaining balance is less than \$200.00. The remaining amount will then be paid in full.

RELEASING CHILDREN

- Children will only be released to parents, caregivers, and authorised pick-up/emergency contacts that are noted on the most recently updated enrolment form.
- If someone other than the authorised pick-up/emergency contact needs to pick up a child, the parent/caregiver must notify the On-Site Manager and/or Head Office in writing (email or text) with the name and relationship of the alternative person.
- If a parent/caregiver or authorised pick-up/emergency contact appears to be under the influence of drugs or alcohol, Fun Zone staff will not release the child to their care. An alternative authorised pick-up/emergency contact will be contacted to collect the child. If this is not possible, the police will be notified.
- If someone who is not authorised arrives to pick up a child, we will contact a parent, caregiver, or designated authorised pick-up/emergency contact for approval. If none of these individuals can be reached, the child will not be released for safety reasons.
- If a child wishes to sign themselves out of the program, written permission must be provided by the parent or caregiver. This should include specific dates and times. Our On-Site Manager will ensure that these instructions are followed, and a staff member will sign out the child on behalf of the parents.

PAYMENT OPTIONS

Approved methods of payment are manual bank deposits into an allocated Fun Zone account and online payments into an allocated Fun Zone account. Swipe for credit card payments. Fun Zone DO NOT accept cheques.

PARENT INFORMATION

CANCELLATION/CHANGES OF ENROLED DAYS

Our charging system works similarly to that of Early Childcare Centres, where fees are based on the space reserved rather than the child's actual attendance. This applies to both permanent and casual bookings. To avoid any unnecessary fees (such as family vacations or pre-arranged playdates), please be aware of the following notice periods:

BEFORE & AFTER SCHOOL CARE*

Five or more days' notice, then you will NOT be charged for your child's absence. Any notification within 5 working days' notice is a full day's charge (100% charge)

SCHOOL HOLIDAY PROGRAMMES*

Seven or more days' notice, then you will NOT be charged for your child's absence. Any notification within seven working days' notice is a full day's charge (100% charge) *(including excursion costs)*

NO SHOW/MISSING CHILD/CHILD NOT PICKED UP

MISSING CHILD:

- If during a Fun Zone programme a staff member identifies or is alerted to a missing child then an immediate head count and office roll check will be done.
- Once confirmed that the child is missing a thorough search of the programme site and immediate surrounding area will be undertaken.
- If the child cannot be located the On-Site Manager will immediately contact the parents to advise of the missing child. The next course of action will be left to the parents.
- The On-Site Manager will encourage where appropriate Police involvement.

PLEASE NOTE: Once the Police Authority has been notified, Fun Zone is released from any responsibility for the absent/missing child.

CHILD BOOKED BUT NOT TURNED UP

BEFORE SCHOOL:

- Our team will reach out to parents between 8:45 AM and 9:00 AM to verify their child's absence.
- If the child was expected to attend the Before School Care, we will implement our 'Missing Child' protocol.

HOLIDAY PROGRAMME

- Our team will reach out to parents between 8:45 AM and 9:00 AM to verify their child's absence.
- If the child was expected to attend the Holiday Programme, we will implement our 'Missing Child' protocol.

CHILD NOT PICKED UP

- Our team will contact parents/caregivers
- If Parents/caregivers are not responding our team will contact the Emergency Contacts
- If a child is not picked up within 50 minutes of the end of the programme, we will contact the parent and/or authorised pick-up/emergency contact. They will be given a 10-minute window to collect their child. If no one arrives, we will be required to take the child to the local police station.

FOOD/MEDICAL REQUIREMENTS

- If your child has any special eating or medical requirements you MUST clearly communicate this at time of registration (e.g. vegetarian, allergies, gluten free, asthmatic etc.).
- Any medication that needs to be administered to a child (e.g. Paracetamol, retolin etc.) you will be required to fill in a 'Medical Form' which each programme will have on hand. Staff will not be able to administer any medication without this form filled in.
- A good selection of cereals and toast will be provided for children attending Before School Care. A substantial and nutritious afternoon tea will be provided for children attending the After School Care.
- All children attending the Holiday Programme MUST bring their own drink bottles (refillable), lunch, morning and afternoon tea.

PARENT INFORMATION

- If your child arrives with no lunch we will advise you and pass on any costs for providing your child with lunch.
- All food preparation practices and areas adhere to the highest levels of hygiene and health and safety standards.

CANCELLING ENROLMENT

If a situation arises and your child needs to be PERMENANTLY removed form a Fun Zone programme, then Fun Zone Head Office MUST be advised in written form only.

NOTE: Fun Zone reserves the right to de-register any child from the programme if:

- Parents consistently do not adhere to Fun Zone Policies & Procedures.
- There is an unacceptable accumulation of unpaid fees.
- If a child presents persistent non-resolvable disciplinary problems.

ABSENCE DUE TO ILLNESS/BEREAVEMENT

If your child is away due to a normal illness (e.g., flu, chickenpox, cold), Fun Zone will not charge for the 4th consecutive day away (e.g., child is booked Monday to Friday); they will not be charged for Thursday and Friday. If the child is only booked in for two days and is away for those two days, unfortunately, you will still be charged. If your child is away due to a serious illness, please contact our head office to advise us so that we can support you and your family.

If your child is away due to family bereavement, please advise our team as soon as you are able. This will ensure that Fun Zone will be sensitive to your family's needs during this time and not charge for any bookings but please ensure that you advise our Head Office.

ELECTRICAL EQUIPMENT

BEFORE & AFTER SCHOOL PROGRAMS/SCHOOL HOLIDAY PROGRAMME: Children's Electrical Equipment (e.g., phones, tablets, laptops, etc.) is only to be used by children during FREETIME or when instructed by staff members. During planned activities, children MUST keep their Electrical Equipment in their bags or in their pockets. If a child is distracted by their electronic equipment during planned activities, it will be confiscated and returned to the parent/caregiver upon pickup of the child. Children are prohibited from taking photos of staff or children during Fun Zone Programs.

For ALL children's safety, if any of the Fun Zone team have been alerted to and/or believe that there has been inappropriate use of electrical equipment (e.g. photos taken during program, inappropriate text messaging, text bullying etc.) a Fun Zone team member will check the children's phone to ensure the removal of any photos taken or view any relevant text messages (e.g. text messages sent during Fun Zone Programme hours that could be deemed as inappropriate to other Fun Zone children). If any inappropriate messages regarding other children from Fun Zone are found during Fun Zone hours, the Fun Zone team will follow our disciplinary process, and the phone will be confiscated and returned to the parent/caregiver upon pickup of the child.

ADDITIONAL FEES

UNPLANNED EARLY DROP-OFFS/LATE PICK-UPS: Staff need undisrupted time for setting up and clearing up. When dropping your child off earlier than expected or picking them up later than planned, a fee of \$1.00 per minute (for any time beyond the first 5 minutes) will be charged, capped at \$25.00.

CHANGING REQUESTED SERVICE: Changes are encouraged to be kept to a minimum. A minimum notice period of 5 working days, and we will do all we can to meet your changing needs. Changes, however, can only be accommodated if there is space availability. Each change will incur an administration fee of \$10.00.

NON-NOTIFICATION/MISSING CHILD FEE: Each time that a child who is expected does not turn up we must treat it as a missing child incident and instigate a missing child search. Hence, each time a parent forgets to notify us of their child's absence, a \$25.00 missing child search fee will be charged.

PARENT INFORMATION

SPECIAL EXCURSIONS: For some special activities or excursions, the cost of transportation and entry fees must be passed on to parents/caregivers and will be billed as an additional charge. Fun Zone will ensure that these costs are kept to an absolute minimum whenever required.

AUTHORISATION TO PICK UP YOUR CHILD

Only people designated on the 'Authorised to Pick Up' of the enrolment form will be allowed to pick up your child/children from the program.

- Any additions or deletions must be done in writing in advance.
- If unauthorised pickup is attempted and causes friction at the program, police will be notified, and parents will be advised at pickup of the child.

LOST OR STOLEN ITEMS

Please note that Fun Zone is not responsible for any lost, broken, or stolen personal items. It is the child's responsibility to keep track of their own personal belongings, including toys and electronic gadgets, brought

into any Fun Zone programme. If a child brings such items, they will be confiscated and returned to the child's parent or caregiver at pickup.

Lost property without identification will be kept at the After School Care Programme for a week and then moved to the school's lost property bin. For the School Holiday Programme, clothing items will be held for two weeks after the holidays and then taken to the local clothing bin if unclaimed.

If there are any suspicions or allegations of theft between children, Fun Zone staff reserves the right to check the contents of their belongings and empty their pockets if necessary. Parents will be notified if this occurs.

COMMENTS & COMPLAINTS

At Fun Zone, we are committed to providing the highest quality care possible. We welcome and encourage all comments and concerns from parents and children alike to help us continue improving our services.

If parents or caregivers have any concerns or complaints, we recommend discussing them with the On-Site Manager. The Onsite Manager is authorised to receive and handle most comments and complaints, ensuring that they are appropriately addressed.

If a complaint is given to another staff member, the On-Site Manager will inform the Fun Zone Head Office. However, if a person is still dissatisfied or feels uncomfortable approaching the On-Site Manager, they can contact the Fun Zone Allocated Fun Zone Team Member and/or Fun Zone Director via email or phone.

All processes regarding complaints are as follows:

