

Welcome to Hi 5 Kids – Wakaaranga. We're passionate about creating a safe, fun, and welcoming place where children feel comfortable, connected, and excited to be here. We know great care also needs to work well for families, so we've put together the key information below to help everything run smoothly from day one.

1. Daily Check-In/Check-Out (Safety First)

For your child's safety, strict sign-in and sign-out procedures are mandatory for every session.

- Location: Wakaaranga School Hall. Easiest access is via Galloway Crescent (use the main gate beside the hall, up to the main hall entrance).
- Sign In/Out: Must be completed on the venue tablet in the hall foyer.
- Pick-up: Children can only be signed out by an authorised person using your **Pick Up PIN**. Your PIN is located on your booking confirmations and in your Enrolmy portal.

2. Bookings, Changes, & Cancellations (The Essentials)

We aim to keep things as simple and flexible as possible, but for safety, all children must be pre-booked and on our roll. We cannot accept walk-ins.

- To Book/Update: Please make and update bookings online at www.hi5kids.co.nz as early as possible.
- ASC Cancellation Deadline: To avoid being charged for an After School Care session cancellation, please notify us as early as possible and by 12pm on the day at the latest. Fair Use Policy Applies.

3. Health, Wellness & Safety Records

- Meals: We provide nutritious breakfast (before school), afternoon tea and late snack (after school).
- Safety Form Updates: Your safety form in Enrolmy must be kept up-to-date with all current contact details, authorised pick-up people, allergies, medication, and medical needs. This ensures we can act quickly and safely for your child.
- Illness: If your child becomes unwell while with us, we will contact you or your emergency contacts immediately.

4. Invoicing & Fees (Keeping Accounts Up-to-Date)

- Invoicing Cycle: We send invoices Monday evenings, in arrears, for the services provided the week prior.
- Payment Due Date: Invoices are due that Friday.
- Online Payments: If making an online payment, please be sure to use the correct account and reference details specified on your invoice.
- Overdue Accounts: Prompt payment is essential. If an invoice becomes overdue, we will follow up, and extra charges may apply if accounts are not kept up to date. This is because managing overdue accounts creates extra work for our team, and keeping accounts current is fair to all parents.
- Late Pick-up Charges: Please collect your child promptly at the end of their booked session. Late fees may apply after 6:00pm.
- Session Charges: Children not signed out within a short booked session will, after a small grace period, be charged at the longer session rate.

Need to Get in Touch? (Urgent or Last-Minute)

Hi 5 Kids – Wakaaranga

- Phone: 028 8510 2958
- Email: waka@hi5kids.co.nz
- Website (Bookings): www.hi5kids.co.nz