Booking Terms and Conditions

PowerZone Christchurch Trust

Please read these before submitting enrolment

We aim to provide a safe and exciting environment for your children, by supporting the needs of the family with a positive, fun and encouraging program.

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.
It is our intention to work with and for the family. We understand that time with your kids is precious and we want you to trust us with them.

Before school, After school, and Holiday 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. (We are unable to accept verbal bookings.)

- We cannot accept 'temporary bookings', your child must be booked in for the same days each week.

- It is advised to enrol for the full school year. We can change your booking if your circumstances change, just email us more than one week in advance.

- If your chosen session is full, you will be added to the waiting list.

- When booking in the After school programme please ensure you have selected both 'After School Care' Session as well as 'Pick-Up' from your selected school.

- A HOLD Fee of $6/session per child will be charged for fortnightly care or rotating rosters (this option is at the discretion of the PowerZone manager). Please contact us if you need fortnightly care, or any other alternate care requirements.

All Booking changes require 7 days notice. Any booking changed/cancelled with less than 7 days notice will be charged.

We understand that working families have varied needs and will do what we can to help facilitate your changing circumstances, this will need to be done vie email to the Manager powerzonechch@gmail.com

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

Bookings

- All bookings are at the discretion of PowerZone management or board of trustees. It is possible to be declined a space in any PowerZone programme due to reasons such as: Unpaid fees, previous behaviour management issues, space availability, or if we feel we cannot provide adequate care for a child.
- If your child has any special needs, parents are required to book a time to chat to PowerZone management prior to booking. This is so we can ascertain if PowerZone is able to provide the specific care required for your child and ensure steps are taken to provide for the needs of your child.

Contact Information & Safety forms

Please fill in all sections of the Safety form. As per Ministry of Social Development requirements we cannot care for your child until the safety form is complete.

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 Enrolmy site.

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.

Liability for payment of fees remains the responsibility of parents/caregivers in all circumstances.

Late submission of WINZ paperwork my have a $20 processing fee. This fee is a applied to cover the late payments received to cover our program costs and because of unnecessary additional administration.

Attendance, Absences, Holds

Parents are required to pay for all enrolled days, even if their child isn't 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. Please make sure we know by 7:30 in the mornings, 2:30 in the afternoons and 9am during the holidays to avoid a "No Comms" penalty of $6.

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 powerzonechch@gmail.com 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 2 booked sessions, you will be subject to a 'hold fee' of $6 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.

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 $6 at the discretion of PowerZone Manager.

Hold Fee:

A Hold fee of $6 per session may apply

- 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 per child for PowerZone to hold open a permanent space for your child. Hold fees will apply to any absences of 3 or more consecutive days, even if more than one week's notice is given.
- Hold fees apply when requiring fortnightly or alternating care. A hold fee will be payable for alternate sessions that your child is not attending (this is at the Managers discretion).

Cancellations/Change of enrolment

We are unable to change your booking without written permission from you. Likewise we are not able to create a booking without written permission.

All cancellations and changes of enrolments must be submitted in writing via email Powerzonechch@gmail.com more than 1 week before bookings.

Additional days are subject to space availability, please contact us if you need to alter your day.

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 Powerzonechch@gmail.com

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 on the Enrolmy site or by a message from you, 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, please give us prior notification regarding those authorised to pick up your child.

Early Drop off

Early dop – 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 your child is picked up after 5.30pm.

Holiday programme Main Session – This session closes at 3pm a late fee will be charged if your 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.

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. All activity on devices must fall inline with our privacy policy. Including photos of children in attendance.

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.

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-andrestraints/childrestraints/using-child-restraints-in-new-zealand/

By enrolling your child/ren, you give consent for your 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. It is your responsibility to 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 strives to be a place where children feel safe, and happy. If your child's behaviour is negatively impacting the safety or enjoyment of themselves, or 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 Manager.

Emergencies

Our staff are trained to deal with emergencies. By enrolling your child/ren into any of the PowerZone programmes you are giving PowerZone staff permission to administer basic first aide, call an ambulance or take your child/ren to the nearest medical facility. You will be

notified as soon as possible if this situation occurs. In a civil emergency the PowerZone staff will remain at the centres until all children are collected, or if it is unsafe to stay at our facility, children will be taken to the nearest civil defence shelter (currently at Christchurch East School on Gloucester street). We will attempt to communicate with you if this situation is to occur.

Prescribed Medication

Medication consent forms are required to be filled out if PowerZone staff are required to administer any medication to your child. The PowerZone supervisor will be responsible for administration, witnessed by another staff member. Times and dosages of medication will be recorded, and signed off by the supervisor, and witness.

Self-Medication

Please notify the PowerZone Team if your child carries medication with them and will self medicate when necessary. Children must let the supervisor know when they self medicate so that a record may be kept and any further instructions followed.

Photographs of Children / Children's work

When completing your child's safety form using the enrolmy website you will be asked if you give permission for your child's photo to be taken. If you decline, your child's photo will not be taken. Photos may be posted on our Facebook page, sent to our funders, or used in marketing material.

Payment Terms and Conditions:

We require payment of fees in order to continue caring for your children.

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.
5. Payments are due the week of care. If a payment defaults more than 4 weeks, PowerZone reserve the right to cancel your enrolment.
6. Unpaid fees are subject to debt collection. Parents are liable to pay for fees incurred during the debt collection process.
7. 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

PowerZone adheres to the Privacy Act 2020.

As per the Privacy Act 2020, 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 2020, 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.

Children's Belongings

We have processes in place the help your children keep track of their belongings, but as hard as the team tries, we cannot guarantee the safety of all your children's things. If your child brings anything to PowerZone including devices, toys, drink bottles, scooters/skateboards, even clothing and shoes, they are expected to be responsible for them. PowerZone will not be liable for the loss or damage of your child's belongings (although we will do everything we can to help children look after them).
Our suggestion is to not send children to PowerZone with anything that is of value, including their expensive clothes or shoes, unless you are certain your child is able to keep these safe.

PowerZone will hold onto any lost property until the end of the school year, when it will be donated to a local charity shop.