



Y HAWKES BAY OSCAR TERMS & CONDITIONS

MSD & OSCAR

This Y programme has been approved under Ministry of Social Development & OSCAR standards. All care will be taken to provide a safe and well supervised environment for young people attending the programme in accordance with these standards.

REGISTRATION

You can register for out of school care and holiday programmes on our website, www.ymcahb.org.nz. Please note: Your place(s) on the programme are not secured unless registration has been completed online and you have received a confirmation email sent from the Y office database. Once your place has been confirmed via email you are required to give 48 hours' notice of cancellation. Less than 48hrs notice will result in full charge of programme.

SIGNING IN & OUT

All young people must be signed in and out of the programme when dropped off or picked up. The Y is not responsible for young people once signed out of the programme. If you require your young person to make their own way to or from the programme, please complete a consent form (available from your site). You must also advise the Y by email if your child is to be collected by any person other than those detailed on the enrolment form- please ensure you receive a return email of acknowledgement to ensure received. Young people must be picked up by the time indicated in your booking confirmation. A late pick up fee of .50c per minute will be charged after the first five minutes.

POLICIES & PROCEDURES / HEALTH & SAFETY

You understand that with all young people's programmes there are risks involved. The Y HB manages risk by having and implementing our Y Policies and Procedures documents which are available to view at your site. These documents include the rules and boundaries for all young people and staff that must be complied with. These policies are reviewed to ensure they meet current practice and regulations. All care will be taken to provide supervision of all young people attending the programme in accordance with the Y Policies and Procedures. The Y is not responsible for loss and damage to young people's possessions. Our Oscar programmes cannot accommodate sick or injured young people. Parents or emergency contacts will be advised to collect young people who are unwell or need medical attention. In serious cases an ambulance will be called. Parents/caregivers are responsible for any costs that are incurred as a result. Enrolment in a programme is acknowledgement that you have read and accepted our terms and conditions and read our policies and procedures and agree to them. We are available to answer any questions that you may have.

HOLIDAY PROGRAMME ACTIVITIES

We aim to follow a programme and give acceptable notice of all changes to activities and programming, however, this is not always possible. Please understand activities may change without notice if circumstances demand. The Y HB is not obliged to offer any compensation for this occurring as limited numbers and other circumstances must be met to run all sessions.

By enrolling your child or young person into an assigned activity you are giving permission for your child or young person to participate in that activity and any of the logistical requirements involved (transport (Bus, walking, or van), clothing and footwear requirements).

In the situation where a trip day may change to a different day, and you do not give permission for your child to participate, please contact the Y HB Office on 06 878 3027, or 027 204 8909. Otherwise, we assume enrolment means permission.

BEHAVIOUR

If a child's behaviour poses risks either physically or emotionally to themselves or any other participants of the Y HB programme the parent/caregiver will be contacted.

If the action / behaviour persists we will consult with parents/caregivers to determine next steps.

SUSPECTED CHILD ABUSE

As per our Child protection policy any suspected child abuse will be reported to the appropriate authorities, Oranga Tamariki or Police.

INFORMATION SHARING

As per our Record Keeping and Privacy Policy information is collected and stored through the Aimy Plus software programme and is available to parents/caregivers to check for accuracy and updating through their unique log in. There is information stored on site that is locked away at the end of each programme and care is given to ensure confidentiality during the programme. Information may also be shared with the Ministry of Social Development, by for auditing and/or to meet compliance and also other statutory agencies as required, such as Oranga Tamariki.

PHOTO CONSENT

If you give permission for your child to be photographed, photos will be displayed on Facebook and we reserve the right to use them in our advertising and marketing.

FINANCIAL QUERIES

For all invoicing or financial queries, please contact our administrator on 06 878 3027 or oscar3@ymcahb.org.nz

BOOKINGS, BOOKING CHANGES AND ABSENCES

All our sites have a maximum approved capacity. If you have not booked your child in, we may not be able to accommodate them, please book early.

All changes to bookings and absences (whether last minute or not) require confirmation from the Y HB office 06 878 3027 or oscar3@ymcahb.org.nz

TO CANCEL A BOOKING

All cancellations must be done by contacting the Y Office 06 878 3027 or oscar3@ymcahb.org.nz

- Greater than 48 hours' notice NO Charge
- Less than 48 hours' notice Full fees apply

PAYMENT & BILLING INFORMATION

- You will receive an email confirming your booking.
- Invoices will be sent weekly.
- Payment is due the Monday prior to the start of the programme.
- You agree to pay for all booked sessions and understand that access to the programme may be withdrawn if fees are in arrears.
- You can pay with internet banking.
- You can also give us a call to discuss payment method. We encourage our customers to set up an automatic payment via internet banking to pay for their out of school care services.

Our bank account number is 12-3145-0257038-52. Please use your invoice number as your reference. Automatic payments can be set up through your internet banking or through your bank.

COLLECTIONS POLICY

If the account is not paid and becomes overdue, we assume there is an unresolved billing issue, or a temporary lapse from our customer. In this situation we will contact you to prompt action and make payment arrangements. Access to the programme may be withdrawn if fees are in arrears.

Debts within the Holiday and OSCAR programmes are reviewed monthly, and our financial management policy is followed. Formal collection proceedings can include referral to a Collection Agency. These costs will be forwarded on to the account holder.

WINZ PAYMENTS

It is the responsibility of the parent/caregiver to ensure WINZ is making payment of the subsidy and to notify WINZ of a change in hours for your subsidy. Any WINZ over payments are refunded back to WINZ. You are required to pay the balance between the WINZ subsidy and the cost of the care you receive. In the event that WINZ does not pay, you are liable for all fees.

CHANGES

We have developed a set of guidelines which we believe is consistent and reasonable across the board. We have the right to introduce and change fees and charges in connection with our services, we will notify you of any such changes one month before changes take effect.

CONTACT DETAILS:

Y OFFICE

Y Administrator

720 Pakowhai Rd

Hastings

Oscar3@ymcahb.org.nz

06 8783027



Follow the fun @ Y Hawkes Bay