

PROGRAMME INFORMATION AND PARENTS
RESPONSIBILITIES

1. The Programme runs from 9am-4.30pm. With before care from 7.30am and after care till 6pm at an extra cost per session. Any time thereafter will incur a late fee in accordance with paragraph 16.
2. The Holiday Programme runs daily from Monday to Friday, but does not operate on public holidays.
3. Parents are required to inform Youhtown (prior to 8am) when their child/ren will be absent.
4. Authorised persons (in accordance with the enrolment form) are required to sign the child/ren out of the programme. Any deviation from the named authority to collect a child must advise to the programme co-ordinator and altered using a change of conditions form.
5. Transport provided is by way of Youhtown Vans/Buses. Drivers are licensed and trained.
6. The programme complaints procedure is displayed and available at reception.
7. This programme has a detailed child protection policy, which includes the reporting of any suspected child abuse to the department of Child, Youth and Family Services.

Our policy and procedures manual is available from reception for you to view at any time.

TERMS AND CONDITIONS

Enrolment

8. Enrolment is to be made in person prior to commencement of the Holiday Programme.
9. The enrolment form expires at the completion of the Holidays indicated on the form.
10. For the safety of your child you must ensure all details completed as accurately as possible.
11. Changes in details/days must be made in person the week prior utilising the Change in Details Form. This is a legal requirement.

Payment Conditions

12. The cost is \$24 per child per day (9am-4.30pm) and includes all activity costs except where stated. Children are expected to have their own lunch as they would for a normal school day.
13. **The School Holiday Programme is a pre-paid service and payment must be made in advance.** Failure to do so will result in your child being excluded from the programme. Fees are charged on enrolment not attendance.
14. Payment can be made by cash, cheque or eftpos at Youhtown, Upper Hutt. WINZ refunds will be issued at the completion of each holiday period once the monies have been received by Youhtown.
15. The programme is substantially subsidised, as a result we cannot provide refunds or transfers.

16. There is a \$10.00 penalty fee for every 15minutes (or part thereof) late pick up your child/ren. This will be at the Managers discretion.
17. Please retain **all** receipts as Youhtown does not re-issue receipts for Tax purposes

Health and Safety

18. Access arrangements/custody details for your child must be detailed on the enrolment form.
19. In the event of an accident or illness, Youhtown will immediately attempt to contact the parent/ guardian and will take all appropriate steps to ensure the individual's well-being, but will not be liable for any costs (e.g. Doctors fees etc).
20. Children with disabilities or special needs will be included in the programme provided we can meet their needs. A special needs assessment form must be filled out.
21. Any medical conditions, allergies or special dietary needs must be indicated on the enrolment form. Medicine will not be administered without a Medical Consent Form.

Exclusion

22. A breach of terms and conditions will result in your child/ren being excluded from the programme until the matter has been resolved.

Privacy Act 1993

23. Information collected will be used for the purpose of establishing and maintaining records held by Youhtown Inc. Children's files will be available for perusal by caregivers with authorised access.

Disclaimer

24. While Youhtown, its employed and volunteer staff will take every care to provide proper supervision of all children Youhtown nor the employed or volunteer staff shall have any personal liability in respect of any act of omission arising from any session or activity of this service. Youhtown also reserves the right to change any of the activities & or daytrips advertised , we will endeavour to give as much notice as possible, however this will not always be possible.
25. This is a binding agreement between the service provider (Youhtown) and the customer (Signatory).
26. By signing this document you have read and understood the Responsibilities and Terms and Conditions detailed.

All care will be taken to provide supervision of children attending the programme in accordance with programme policies and procedures.

Signed _____ **(Parent/Guardian)**

Full Name _____

Signed _____ **(Youhtown Staff)**

Full Name _____

Today's Date _____ **Total Paid** _____