

Youthtown Terms and Conditions

1. Personal details

- 1.1 Information collected will be used for the purpose of establishing and maintaining records required for service delivery. Information collected will be managed in accordance with the Privacy Act 1993 and the Vulnerable Children's Act 2014 and may be accessed by Ministry of Social Development, relevant Government departments and other Audit organisations. Caregivers with authorised access may view children's files on request.
 - 1.2 Registration details are required when creating an account for any programme. All details must be checked as complete and accurate by the enrolling parent(s) or caregiver as part of the enrolment onto each programme.
 - 1.3 When enrolling on a programme, additional information may be required for that specific programme.
 - 1.4 Your child shall not be permitted to attend any programme until all enrolment details are completed to Youthtown's satisfaction.
 - 1.5 Youthtown reserves the right to request proof of I.D or residential address.
 - 1.6 For the safety of your child, a minimum of 3 different contact details are required – the enrolling parents details plus 2 others to be used as emergency contacts.
 - 1.7 Any applicable medical conditions e.g. allergies, must be listed in detail on the enrolment form. Medicine will not be administered without a Medical Consent Form being correctly and fully completed.
 - 1.8 Children with disabilities or special needs will be included in the programme provided Youthtown can meet their needs. A completed Special Needs Assessment Form is required and a trial period may be initiated. If Youthtown cannot reasonably meet any special needs of your child(ren), Youthtown may have no other option but to decline their enrolment in any programme.
 - 1.9 Access arrangements / custody details for your child must be detailed on the registration form and any court documents presented on request. If further discussion is required, it is the Parent / Guardian's responsibility to meet with the Youthtown coordinator or other management staff.
 - 1.10 Changes to personal details must be made via the secure login on the website under My Account.
- ### 2. Collection of a child
- 2.1 All children are to be signed in at the time of arrival and signed out at the time of collection from the programme.
 - 2.2 Children will not be released to any person not listed on the child's account. Changes to authorised persons can be done via the secure login on the website under My Account, My Personal Info. Youthtown will not accept a phone call or text message to advise of any change.
 - 2.3 Youthtown reserves the right to ask for Photo ID of any person who collects a child.
- ### 3. Payments and fees
- 3.1 The programme costs will be detailed on the specific programme section on the website.
 - 3.2 All WINZ programmes are a prepaid service and enrolment is not complete until payment is made in full or the required deposit made, if applying for a WINZ subsidy.
 - 3.3 In accordance with clause 3.4 Youthtown may, from time to time, transport your child(ren) to parks, places of interest or other locations, and the provided transport will comply with clause 6.1.
 - 3.4 Youthtown reserves the right to cancel, postpone or substitute any club, activity, daytrip or workshop which may include a substituted location for the programme to be held and a substituted mode of transport, provided the transport complies with clause 6.1. Youthtown will always endeavour to make suitable alternative arrangements. If a cancellation occurs due to circumstances beyond Youthtown's control, a refund, less a 10% administration fee, will be provided.
 - 3.5 A \$2 sibling discount is available on permanent bookings on the After School Programme only.
 - 3.6 All WINZ customers must pay a forty percent deposit. Youthtown will refund the customer the amount covered by WINZ. Any refund will be paid to the parent's nominated bank account by Youthtown as soon as practicable.
 - 3.7 All WINZ customers must provide their WINZ number and review date.
 - 3.8 Parents / Caregivers / Authorised persons picking children up after the end time of the programme or time enrolled will be charged a late fee of \$10.00 for every 10 minutes (or part thereof) that the child is not picked up.
 - 3.9 Payments must be kept up to date at all times.
 - 3.10 Outstanding accounts will prevent re-registration on all subsequent programmes or workshops.
 - 3.11 The responsibility of payment of the account will rest with the parent / caregiver registering the child on the programme, therefore any invoices or statements will be in the name of the person registering.
 - 3.12 Overdue accounts may be referred to our debt collection agency. Any expenses or agency fees will be payable by the parent / caregiver registering the child(ren) and will be added to the account when submitted for collection.
- ### 4. Public Holidays
- 4.1 Youthtown programmes do not operate on Public Holidays or over the Christmas organisational shutdown period.
 - 4.2 Youthtown will charge normal daily rates for Public Holidays that fall during Term time, to all participants who would ordinarily have attended that day.
- ### 5. Absences
- 5.1 Notice of withdrawal from the programme, must be made one week in advance in writing in order to qualify for a refund.
 - 5.2 There is no refund for withdrawals or absences with less than 7 days' notice. Exceptions where a refund for a withdrawal or absence will be applied is where a medical/ doctors certificate is presented or in the event of a family bereavement.
 - 5.3 Absences on the After School Programme must be communicated to the Programme Coordinator by 2pm on the day. Absences on Holiday Programmes must be communicated by 8.30am on the day.
 - 5.4 Changes in attendance must be made one week (7 days) in advance using the Change of Details Form or via the booking system on the website.
- ### 6. Health and Safety
- 6.1 Where transport is provided, it will be by either Youthtown Vans/Buses with trained and appropriately licensed drivers, or a reputable commercial bus company.
 - 6.2 In the event of an accident or illness, Youthtown 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).
 - 6.3 An accident / incident register operates on each programme. If your child is involved in an accident / incident your child's name will be highlighted on the sign out sheet – please see staff for your copy and follow up.
 - 6.4 If your child has an infectious disease, (e.g., Chicken pox), or experiences diarrhoea or vomiting, you agree to withdraw them from the programme until medically fit to return. You also agree to immediately notify Youthtown if an infectious disease is suspected.
 - 6.5 Youthtown programmes have a detailed child protection policy, which includes the reporting of any suspected child abuse to the department of Oranga Tamariki. The child protection policy is displayed and available at each location and on the Youthtown website.
- ### 7. Exclusion
- 7.1 Please note that Safety of all participants and its staff is Youthtown's paramount concern. If a child's behaviour is impacting the safety of any Youthtown programme, the right to remove any child permanently under the Youthtown 'Behaviour Management Policy' will be enforced. The Behaviour Management Policy is displayed and available at each location and on the Youthtown website.
 - 7.2 A breach of the Behaviour Management Policy may result in your child(ren) immediately being excluded from the programme until the matter has been resolved. If your child(ren) is excluded, you will need to arrange for your child to be collected as soon as possible from the programme. This person must be an authorised person entitled to collect your child(ren)
 - 7.3 Where a parent, caregiver or person authorised for pick-ups behaviour is impacting the safety of any Youthtown programme, Youthtown reserves, at our sole discretion, the right to refuse or rescind the enrolment of the child(ren)
- ### 8. Complaints
- 8.1 Youthtown welcomes all feedback from parents. The complaints procedure is displayed and available at each location and on the Youthtown website.
- ### 9. Disclaimer
- 9.1 Youthtown staff members are suitably vetted and trained, and will endeavour to provide the best and most practical degree of supervision and engagement towards all children enrolled in each programme. However, Youthtown Incorporated, or any individual member, employee, contractor, volunteer or any other person shall not be held personally liable in respect of any act or omission arising from any session or activity, where all reasonably and practicable steps are deemed to have been taken in accordance with Youthtown's policies (from time to time).
 - 9.2 Youthtown will not be held responsible for the loss or damage of personal items in the child's possession.
 - 9.3 By authorising this waiver (and in effect this registration and/or enrolment), you confirm all details provided are true and correct, you have read and understood these Terms and Conditions and agree to adhere to all our policies and procedures. Youthtown's policy and procedures manual is available from each location for you to view at any time or please ask one of Youthtown's staff if you have any questions.