



## TERM'S & CONDITION'S

### CONDITIONS OF ENROLLMENT

- All enrolments are to be made online using Enrolmy ([caspa.enrolmy.com](https://caspa.enrolmy.com)). We are unable to accept verbal bookings. After making your online booking, your booking is confirmed, and you will receive an email outlining the dates you have booked. If you are missing any information, a Safety Form notification will be emailed to you. If this is not completed, then your booking may be transferred to a waitlist until completed. If there is a delay in this happening, we cannot guarantee space or save space at the venue. You can book up until 10am on the day, for last minute/emergency bookings you will need to contact the MASH office. All changes to your contact details need to be made via your Enrolmy profile. It is crucial we have up-to-date information, especially in the case of an emergency situation. Further information is available below under payment Terms and Conditions.
- Confirmation of any booking is at the sole discretion of MASH.
- A stand-down period of exclusion from a programme is at the sole discretion of MASH.
- MASH Head Office staff or Programme Managers may confidentially contact relevant school staff to discuss a child. Parents/caregivers may be notified that this contact has or will be made.
- You understand that it is your responsibility to ensure that the contact information, emergency contacts, medical contacts and allergy information kept on file by MASH is always current.

### Enrolments during Term Time

Bookings are either regular or casual.

- Regular Booking:
  - A regular booking is defined as a recurring booking with a repetitive pattern for a minimum of 3 weeks. If a Public Holiday falls into your repetitive pattern you will be charged for this day. Regular bookings are made per term. For shared care or shiftworker bookings, parents/caregivers are to make a regular booking for the days

required, then email the MASH Office on [info@mashkids.co.nz](mailto:info@mashkids.co.nz) and provide information on your situation. Head Office will then edit the booking to reflect the individual needs.

- Two weeks' notice, in writing, must be provided for any permanent cancellation of an enrolment or if a single day for rest of the term is to be cancelled, e.g. every Monday. The notice period will begin from the date of formal, written notification via email to the MASH Head Office. Failure to provide this notice period will result in full charges being applied for two weeks from either the child's last day of attendance or the date of formal notification being received by Head Office, if we have to follow up on an absent child follow up fees may apply. Programme staff are not responsible for administrative issues like this, and do not take responsibility for this information being passed on.
- Any individual sessions or days are unable to be cancelled. If you are going to be away or your child has an event on, these bookings will be treated as an absence and fees will apply accordingly, i.e. family holidays, school camps, group events, play date etc.
- Casual Booking:
  - A casual booking is a booking that does not have a repetitive pattern for a term. A casual booking has random dates, weeks throughout the term or the odd day throughout the term. Casual bookings do depend on venue ratios and staffing ratios
  - A casual booking can be cancelled if 24 hours notice is given in writing by emailing the MASH office [info@mashkids.co.nz](mailto:info@mashkids.co.nz) prior to the commencement of the After School Care or Before School Care. Special circumstances may apply for short notice bookings. Programme staff are not responsible for administrative issues like this, and do not take responsibility for this information being passed on.
- Multi child discounts -
  - MASH offers a multi child discount of 10% to families of two or more children. This discount is subject to the following conditions –
    - The family is not eligible for the WINZ subsidy;
    - The discount is only applied on sessions where both or all children are booked;
    - The booking must be a recurring booking for three days or more per week.
- Absentees:
  - Please report all absence directly to the MASH Office by email to [absent@mashkids.co.nz](mailto:absent@mashkids.co.nz) before the commencement of the After School Care or Before School Care.
  - If a child has not turned up to the MASH programme by 3.20pm then the follow up process will commence and Follow up fees will apply.
  - Session swaps/changing of days are not available. Extra days can be added if space is available.
- Full fees may be charged for any school closure due to unforeseen circumstances, eg an Act of God, pandemic, etc.

## Enrolments for Special Days

- Special days are Full day or Half day programmes we may operate during term time for Teachers only Days or early finishes
- A special booking can be made for unique sessions that fall outside the normal session times. This may include but is not limited to –
  - ○ Teacher Only Days,
  - ○ School early finishes
  - ○ School late starts
- A Special booking can be cancelled at no charge, 48 hours prior to the time of the booking upon Head office receiving written notification
- If a Teacher Only day falls on a day in which a regular/recurring booking has been made, Before & After School fees will be removed if a full day booking is made or if MASH is unable to provide a programme.

## Enrolments for Holiday Programmes

- During the Holiday Programme all absentee's are to be reported directly to the MASH programmes via text (see website for individual site mobile phone numbers - [www.mashkids.co.nz](http://www.mashkids.co.nz)) or via email to [info@mashkids.co.nz](mailto:info@mashkids.co.nz). If your child is absent for any reason during the holiday programme, full fees will apply.
- Any changes or cancellations can be made up until the cut-off date at no charge. This can be done by modifying your booking in Enrolmy.
- After the cut date date full fees will be required for any changes or cancellations. The cut-off date is 5pm on the Friday one week prior to the commencement of the Holiday Programme. (Commencement date is the first day of operation). Programme staff are not responsible for administrative issues and do not take responsibility for this information being passed on.
- No cancellations are available for any reason including sickness, change of circumstances, shy children, play date etc. Full fees are payable if the child is absent from the holiday programme, for whatever reason.
- Full fees are payable if MASH is closed due to unforeseen circumstances beyond our control, eg an earthquake, pandemic.
- Session swaps/changing of days are not available. Extra days can be added if space is available.

## Signing your child in and out

- Each day when you collect your child, it is essential that you sign your child out of the MASH venue using Enrolmy app on the programme tablet. For Before School programmes or Full Day programmes, you will also be asked to sign your child in when you arrive.
- You agree that you, or an authorised person, will go on site to sign your child in or/and out of the enrolled programme. If you sign your child out late or sign your child in early to a programme, then you acknowledge that you will be charged extra. It is your responsibility as parent/caregiver to sign your child in and/or out at the appropriate times.

- You acknowledge that if you do not sign your child in or out, that the programme staff will do so on your behalf and fees will be charged according to the sign in/out time.

## **Collecting your child**

- If a person arrives to collect your child who has not been authorised, then we are obliged (for your child's safety) to keep your child in our care until you have been contacted for consent. To save embarrassment for all concerned, we would appreciate prior notification from you on this matter. This can be done by adding them into your Enrolmy profile as an authorised collection person.
- Please remember that the After School Care and Holiday Programmes close at 6.00pm. The programme staff will start the contact process 5 minutes before the venue is due to close, if they are unable to contact the first guardian, then the second guardian will be contacted and then the Emergency contacts.
- Parents who pick their children up any later than 6.00pm will be charged a fee of \$1 for each minute late.

## **DAMAGE TO RESOURCES/PROPERTY**

- If a child causes damage to any resources and/or any property/ belonging to others or to any venue that MASH operates from or that venues resources and/or property, all costs of repair or replacement will be met by the parent/caregiver and will be added to the parent/caregivers account.
- Children are asked not to bring valuable belongings to MASH such as toys, electronic devices, phones etc. MASH will not accept responsibility for loss or damage of any items including but not limited to scooters, bikes etc.

## **HEALTH AND SAFETY**

- Minor health & safety accidents/incidents will be treated by appropriately First Aid trained and certified staff members. Serious health & safety accidents/incidents will be dealt with according to MASH Policies & Procedures. (Minor health & safety accidents/incidents may include but are not limited to; minor cuts, abrasions, soft tissue bumps and bruises.)
- MASH staff may apply sun block as appropriate.
- MASH staff may administer medically prescribed medication to children when/if required. Full information on dosages will be provided by the parent/caregiver, together with the medication. MASH staff will formally record each time a medication is administered.
- You acknowledge that you hereby give permission to the MASH Team to administer medically prescribed medication to your child.. All Medication must be in labelled containers/ bottles with the child's details on the label. You understand that the Team will formally record each time a medication is administered. You agree to provide full details of the medication to be administered by completing the Medical Consent Form and to ensure that all medical information regarding your child is up to date and accurate on your child's Enrolmy profile.

- Our staff are trained to deal with emergencies. In the case of a serious accident involving your child, you acknowledge that you hereby give permission for the MASH Team to either call an ambulance or take my child to the nearest medical facility first, then you will be notified. You agree that you will cover any costs. In a civil emergency the Team will remain at the centres until all children are collected.

## **OFF SITE EXCURSIONS**

- MASH programmes will at times have special trips and activities that occur away from the main site. The trips are undertaken in accordance with the 'Excursions/Experience Outside the Venue and Transport" section of the MASH Policy and Procedure document. You hereby give MASH permission to transport your child/ren from a designated MASH site of operation if and when required i.e. evacuation, group trip etc.
- A chartered or company vehicle will be used for all transportation. Occasionally trips are altered due to bad weather or circumstances beyond our control. MASH/MASH accepts no responsibility for this, but alternative activities will be arranged if possible.
- I hereby give MASH permission to transport your child/ren from a designated MASH site of operation if and when required i.e. evacuation, group walk trip to a park, visit another MASH programme.

## **PHOTOGRAPHS OF CHILDREN / CHILDREN'S WORK**

You acknowledge that photographs of your child or items of your child's work completed at MASH may be used at a later date for training, marketing and/or promotional purposes. You hereby give consent for this unless, during the enrolment process, you have indicated otherwise.

## **FEES & PAYMENTS**

Fees are as advertised but are subject to change. Fees are our main source of income. To operate efficiently we require that our fees be paid promptly

- You agree to pay the fees as stipulated in the fee structure policy found within the MASH Policy and Procedure document.
- Full fees are charged for all absences, including sickness, change of circumstances, shy child etc. A Follow Up fee of \$20 is charged for any unnotified absences or in situations in which phone calls are made to determine the whereabouts of an un-notified absence. All public holidays are charged at the applicable rate for bookings normally required on that day.
- A \$20 administration fee will be charged in the situation a child arrives at MASH without an enrolment and phone calls to a parent/caregiver have to be made to clarify enrolment status.
- Extra fees are charged for dropping off before or picking up after the booked session times at \$1.00 per minute (or the fee for the extended session, whichever is less)
- Invoices are emailed to the email address kept on the Enrolmy parent data base on a fortnightly basis. Statements are emailed each month. To view your invoices/payments or any enrolment information, log in to your ENROLMY account ([caspa.enrolmy.com](http://caspa.enrolmy.com)).

- You can make payments via Direct Credit to MASH International Ltd, 06-0817-0677251-00. Please use your child's first and last name and invoice number as the reference. There is no charge for Direct Credit payments.
- You understand that making a payment via Ezidebit that you will be charged administrative fees. MASH have no control over these fees. Details of full fees are available on the Ezidebit payment page.
- No cancellations are available for any reason including sickness, shy children etc. Full fees are payable if the child is absent from the Before School, After School and Holiday programme, for whatever reason.
- Full fees are payable if MASH is closed due to unforeseen circumstances beyond our control, eg pandemic, earthquake, civil emergency.
- Session swaps/changing of days are not available. Extra days can be added if space is available.
- Interest on overdue invoices shall accrue daily from the date when payment becomes due, until the date of payment, at a rate of ten percent (10%) per calendar month (and at MASH's sole discretion such interest shall compound monthly at such a rate) after as well as before any judgment.
- In the event that your payment is dishonoured for any reason then you shall be liable for any dishonour fees incurred by MASH.
- If you default in payment of any invoice when due, you shall indemnify MASH from and against all costs and disbursements incurred by MASH in pursuing the debt including legal costs on a solicitor and own client basis and MASH's collection agency costs.
- If any account remains overdue after thirty (30) days then an amount of the greater of twenty dollars (\$20.00) or ten percent (10%) of the amount overdue shall be levied for administration fees which sum shall become immediately due and payable. Your child may be removed from the programme until payment has been received and the debt may be referred to our Debt Collection Agency and all collection costs will be added to the amount outstanding.
- Without prejudice to any other remedies MASH may, if at any time you are in breach of any obligation (including those relating to payment) suspend or terminate the enrolment and is absolved of its other obligations under the terms and conditions. MASH will not be liable to you for any loss or damage that you may suffer because MASH has exercised its rights under this clause.
- You acknowledge that MASH do not give credit refunds. Any credit on your account will remain on your account to be used for future bookings at any of our programmes.
- By agreeing to these Terms and Conditions you authorise MASH 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 MASH from you directly or obtained by MASH from any other source, to any other credit provider or any credit reporting agency for the purposes of providing or obtaining a credit reference, debt collection or notifying a default by you.
- Bookings may be cancelled or waitlisted if an account is in arrears.

## **WINZ SUBSIDY**

- WINZ forms are to be sent or scanned to the MASH Head Office (accounts@mashkids.co.nz), PO Box 36802, Merivale, Christchurch, 8146 to be completed.
- MASH hold no responsibility for non-payment of WINZ Subsidies if forms are not provided to us for completion and/or returned to the relevant WINZ Office. Liability for payment of fees remains the responsibility of parents/caregivers in all circumstances.
- You acknowledge that you are responsible for ensuring any WINZ forms are sent or scanned to the MASH Head Office

## **PRIVACY AND CONFIDENTIALITY**

- Where you are an individual the authorities under this clause are authorities or consents for the purposes of the Privacy Act 2020.
- You shall have the right to request from MASH a copy of the information about you retained by MASH/MASH and the right to request MASH to correct any incorrect information about you held by MASH.
- You acknowledge that the information contained herein is confidential, and pursuant to the Privacy Act, will only be used by MASH to effectively care for your child/ren and not used or distributed for any other purposes. Representatives from the Ministry of Social Development OSCAR Approvals team may view this information as part of the auditing process

### **Policies and Procedures:**

- Please see the Programme staff if you wish to view our full Policies and Procedures. It contains detailed information on all MASH Policy and Procedures, including but not limited to the following, Health & Safety, making complaints, employment practices, etc.
- You agree to adhere to the policies and procedures that are set out in the MASH policy and Procedures document.
- MASH will give a minimum four weeks' notice for any changes to the above Terms and Conditions. All changes will be communicated via email.