Manaaki Whaanau
Before School • After School • Holiday Programmes
Te Kauwhata

Terms & Conditions

BEFORE SCHOOL CARE, AFTER SCHOOL CARE & HOLIDAY PROGRAMME

By enrolling your child with Manaaki Whaanau Kids Care and confirming care arrangements by phone, text message, email, online form, enrolment form or any other approved method, you agree to these Terms and Conditions. Manaaki Whaanau Kids Care reserves the right to update, amend or replace any part of these Terms and Conditions, policies, procedures, fees, website content, enrolment information or programme requirements at any time. Parents and caregivers are responsible for keeping all personal, medical, emergency contact and authorised collection details current.

LIABILITY AND DAMAGE

Manaaki Whaanau Kids Care, its management, employees and volunteers take all reasonable care to provide a safe environment. However, the programme shall not be liable for injury, loss, theft or damage to any child or personal property. Any deliberate, reckless or accidental damage caused by a child to programme, school or transport property may result in repair or replacement costs being charged to the parent or caregiver.

ENROLMENT & ATTENDANCE

Children must be enrolled before attending any programme. Parents and caregivers are responsible for ensuring all enrolment information remains current, including emergency contacts, medical information, custody arrangements and authorised collectors.

Only authorised persons listed on the child's enrolment may collect a child. Identification may be requested.

Parents must advise the programme as soon as possible if a child will be absent.

FEES & INVOICING

Invoices are issued the week prior to the week care is scheduled.
Payment is due before attendance unless an alternative arrangement has been approved.
Additional sessions, late collection fees and other approved charges are payable by the due date.
Outstanding accounts may result in suspension of care, cancellation of bookings and referral to a debt collection agency. Any collection costs incurred will be added to the outstanding balance.

OVERDUE ACCOUNTS

A 10% late payment fee will be added to overdue balances. Manaaki Whaanau Kids Care will make all reasonable attempts to contact families regarding overdue accounts. If communication is not received, accounts may be referred to a debt collection agency.

Any collection costs incurred will be added to the outstanding balance. Families with an outstanding balance from a previous year will be unable to enroll until the balance has been paid in full.

BEFORE & AFTER SCHOOL CARE BOOKINGS

Permanent bookings secure a child's place on nominated days.
A minimum of five business days written notice is required for changes or cancellations.
Fees remain payable for permanent bookings regardless of attendance unless otherwise approved.
Parents must notify the programme when a child is absent.

HOLIDAY PROGRAMME BOOKINGS

Holiday Programme bookings are confirmed once accepted by Manaaki Whaanau Kids Care.
Payment is required before attendance.
Cancellations must be received in writing by 12.00pm on the Friday before the programme week begins.

Transfers may be approved within the same holiday programme period, subject to availability.

No refunds will be provided for non-attendance or cancellations received after the cancellation deadline.

WINZ / OSCAR SUBSIDY

Families are responsible for completing and submitting all subsidy documentation.
Manaaki Whaanau Kids Care can assist families with completing paperwork.
Any fees not covered by approved subsidies remain payable by the parent or caregiver.

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ILLNESS & MEDICAL CARE

Your child may not attend if unwell and the programme must be notified of the absence. If your child becomes unwell during the programme, parents or emergency contacts will be contacted and the child must be collected as soon as practicable. Staff may provide basic first aid and seek urgent medical treatment where required.

PROGRAMME RULES AND SAFETY

Our programmes have safety procedures, rules and boundaries in place to keep children safe. These must be complied with and instructions followed at all times. By enrolling your child, you acknowledge that these expectations have been explained to your child and that you will support staff in maintaining a safe environment.

BEHAVIOUR GUIDANCE

Children are expected to respect staff, other children, equipment and facilities.
Where behaviour places the safety or wellbeing of others at risk, parents may be asked to collect their child immediately.
Management reserves the right to suspend or terminate enrolment where significant behavioural concerns continue.
Refunds do not apply when a child is removed due to behavioural concerns.

LATE COLLECTION

Children must be collected by programme closing time. Late pick-up fees will be charged in 15-minute increments, or part thereof, at $25.00 per child after the programme closes at 6.00pm.
Repeated late collections may result in a review of enrolment.

ANNUAL CLOSURE

Manaaki Whaanau Kids Care has an annual Christmas and New Year close-down period. Closure dates may vary from year to year and families will be advised in advance.

EXCURSIONS AND TRANSPORT

You give permission for your child to be transported to and from excursions, activities or another programme location as advertised. All transportation will comply with programme safety requirements.

COMMUNICATION WITH SCHOOLS

You give permission for Manaaki Whaanau Management to discuss your child with their school if necessary. Parents will be contacted if appropriate. Parents must notify the programme of any changes to school attendance, including early finishes, teacher-only days, union meetings or closures.

PUBLIC HOLIDAYS AND SCHOOL CLOSURES

In line with normal business practice, statutory holidays, teacher-only days and school closures that fall on regular booked days may be charged at normal booking rates where staffing and resources have been allocated.

STAFF RESPONSIBILITIES

Manaaki Whaanau staff are not permitted to provide private childcare services to enrolled families during normal programme operating hours.

HEALTH & SAFETY

Manaaki Whaanau Kids Care maintains policies and procedures to provide a safe environment.
Parents agree to support programme rules and safety expectations.
Parents are responsible for costs arising from deliberate damage to programme property.

PERSONAL BELONGINGS

Children should not bring valuable items to the programme.
Manaaki Whaanau Kids Care is not responsible for loss, theft or damage to personal belongings.

PRIVACY & CONFIDENTIALITY

Personal information is managed in accordance with the Privacy Act 2020.
Information will only be used for programme administration, child safety and legal obligations.

Information will not be shared unless authorised, required by law or necessary to protect a child.

CANCELLATION OF ENROLMENT

Manaaki Whaanau Kids Care reserves the right to suspend or cancel enrolment due to unpaid fees, behavioural concerns, health and safety issues or repeated breaches of programme policies.

CONTACT INFORMATION

Manaaki Whaanau Kids Care
Email: info@manaakiwhaanau.co.nz

By using our services, you acknowledge that you have read, understood and agree to these Terms & Conditions.