



BUSY BUMBLES TERMS AND CONDITIONS

Updated: November 2023

As outlined below, all parents, guardians and caregivers will hereinafter be referred to as The Customer, and all enrolled child/ren will be referred to as The Child.

Enrolment, Fees and Payments:

- Placement in one or more Programme/s is at the discretion of Busy Bumbles.
- All enrolments and bookings must be made using Busy Bumbles' booking system, Enrolmy.
- The Customer is responsible for ensuring all information and contact details, are up to date in Enrolmy, at all times.
- Fees are as advertised, however are subject to change. Busy Bumbles will provide at least one months' notice of any fee changes.
- To be entitled to the recurring booking rate, a booking must be made for the length of the term and confirmed within the first two weeks of the term.
- As part of a recurring booking, fees are payable on public holidays that fall during school term time.
- Ad hoc sessions may be added at the casual session fee rate.
- A booked session cannot be swapped to another day. With one week's notice, the session can be cancelled and a new session booked on the required day.
- Full fees are charged for all absences, whether a casual or recurring booking. If one weeks' notice is received in writing, the fee will be waived.
- A penalty fee of \$20 is charged for any unnotified absences, when staff are required to make a phone call to confirm the whereabouts of an absent child.
- One weeks' notice is required to end The Child's placement within the programme.
- Multiple changes to a recurring term booking may incur a \$20 administration fee.
- Charges are applied as advised upon booking. For example, if The Customer has booked a child in until 6.00pm, The Customer will be charged for this session, regardless of the actual pick-up time.
- If The Customer does not collect their child by the time booked, The Customer will also be charged the difference between the booked session and the session during which the child was collected.
- Busy Bumbles closes at 6pm daily. If a child is not collected by 6pm, The Customer will be charged an additional \$50, plus \$1.00 per minute, until The Child is collected.
- Payment for term care and holiday programmes can be made by online bank payment or credit/debit card (surcharge applies). No cash or cheques will be accepted at venues.
- Holiday programme bookings must be paid for in advance, as per the invoice due date. Bookings may be cancelled if payment is not made by the due date shown on the invoice.
- A 10% deposit is required from WINZ customers to secure a place in our Holiday Programmes. Once the subsidy has been paid, a statement will be sent, detailing any shortfall. Any overpaid amount can be refunded at your request.

- Any alterations to Holiday Programme bookings may be made up to one week prior to the session, otherwise full fees are payable.
- For term care, the Customer will be emailed an invoice each Monday in arrears. Fees are due within 7 days. Late payments will incur a 10% penalty fee.
- Failure to pay fees by the invoice due date, or as arranged with Busy Bumbles' Accounts Manager, may result in all bookings being cancelled. The Customer will become liable for all collection and/or enforcement fees, which will be advised in writing. Once a debt has been referred to a collection agency, no further bookings will be accepted at any venue.
- When applying for a WINZ subsidy, full term care fees are payable until all paperwork has been completed and submitted to WINZ for processing. The Customer is responsible for paying fees weekly and for any shortfall after the subsidy has been granted. Bookings are subject to The Customer completing all paperwork before the due date.
- If Busy Bumbles is unable to open due to unforeseen circumstances (e.g., weather or natural disaster events such as earthquake etc) the payment of fees is still required.

General:

- Whilst every effort will be made to conclude any dispute in a consultative manner and to the satisfaction of all parties, ultimately the decision of Busy Bumbles' Management is final.
- Any and all associated costs and/or fees due to Busy Bumbles in the operation, collection and enforcement of the Busy Bumbles Terms and Conditions by Busy Bumbles or their agents, will be met by The Customer.
- The Customer agrees to pay for any damage to premises or property that is wilfully caused by The Child.
- The Customer understands The Child is responsible for his/her property.
- Busy Bumbles staff will provide homework supervision, however it is ultimately the responsibility of The Child to bring homework to The Programme and complete it.
- Busy Bumbles complies with Health and Safety Policies and National Oscar Standards, and all staff are screened, trained and are gaining appropriate experience for the job they do. The Customer will not hold Busy Bumbles responsible for genuine accidents.
- Busy Bumbles' Programme Manager has permission to arrange any urgent medical treatment, as required, at the cost of The Customer.
- The Customer gives permission for Busy Bumbles Staff to apply basic first aid and sunscreen to The Child.
- The Customer will ensure The Child's medical information up to date in Enrolmy and inform Busy Bumbles of changes.
- The Customer will complete a medical consent form if The Child requires Staff to administer any medication while in the care of Busy Bumbles.
- The Customer consents to Busy Bumbles discussing The Child with any appropriate parties for matters relating to behaviour, health and safety. This allows Busy Bumbles to provide a collaborative approach to sensitive situations.
- Busy Bumbles has a zero tolerance to bullying, physical violence, inappropriate language and disruption to The Programme. After consultation with The Customer, repeated failure to follow reasonable direction or a single significantly unacceptable behaviour event may result in The Child being removed from The Programme, on a temporary or permanent basis, at the discretion of the Manager.
- The Child may be transported by Busy Bumbles minivan, car or hired bus as part of the programme. Busy Bumbles' Transport Policy is available to view on request.
- Headshot photos will be taken of each child and used internally by staff, for identification and recognition purposes.

The Customer agrees to these Terms and Conditions upon initial enrolment of The Child and upon completion of all subsequent bookings.