



Terms and Conditions

Updated September 2018

Conditions of Enrolment:

- A placement in one or more of our programmes is at the discretion of Busy Bumbles.
- Once Busy Bumbles receives your enrolment an email will be sent to you confirming your place.
- You are responsible for ensuring your contact details and information is up to date at all times.
- If you have enrolled your child to take part in Homework supervision, it is your responsibility and your child's to remember to bring their homework to the programme. Staff will do their utmost to ensure that homework is completed but cannot offer one on one tuition or attention.

Payment of Fees:

- Fees are as advertised but are subject to change. Whilst Busy Bumbles will attempt to give a Terms notice of any change, usually by email and on the website, this may not always be possible. We will however ensure we give at least 5 weeks notice of any changes. The fees are as listed on the website and become effective from the date of the advertised change.
- You must give 24 hours' notice for a booking (over a working day) or a "Walk In Fee" will be charged of \$10 per session per family.
- Full fees are charged for all absences. A penalty fee of \$20 is charged for any unnotified absences or in situations in which phone calls are made to determine the whereabouts of an unnotified absence.
- If a Public Holiday during Term time falls on a day your child is booked into our programme, you will still be charged for this day.
- If Busy Bumbles is unable to open due to unforeseen circumstances (eg snow, Earthquake etc) the payment of fees is still required.
- You will be emailed an invoice weekly. We require fees to be paid on a weekly basis or in full before the term commences. If you are late with a payment, you will be charged a 10% penalty fee.
- Credit Card payments are accepted; a 4.5% credit card surcharge will be applied for all credit card transactions.
- If you fail to pay the fees by the due date on the invoice or as arranged with the accounts Manager, your child may be suspended from the programme and you will become liable for all collection and/or enforcement fees which will be advised to you in writing.
- Charges are applied as advised on the enrolment form. For example, if you have booked your child in until 6.00pm, you will be charged for this time regardless of when you pick them up. (This is because staff are rostered on and paid according to the times on the enrolment forms.)
- If you do not collect your child by the time you have stated on the enrolment form without informing us you will be charged at a casual rate (in half hour increments).
- If you do not collect your child by 6pm when we close, you will be charged \$50 plus \$1 per minute until your child is picked up.
- Payment can be made weekly as per your weekly invoice or by school terms IN ADVANCE. Bank Transfer and Automatic Payments are the preferred method of payment.
- Any alterations to Holiday Programme bookings made will incur a \$20 admin fee. Cancellations must be made in writing to the Busy Bumbles office with at least one week's notice before the first day of your holiday booking, otherwise full payment must still be made. Venue staff cannot accept verbal cancellations.
- All cancellations must be made in writing to Head Office (accounts@busybumbles.co.nz). Programme staff are not responsible for administrative issues and do not take responsibility cancellations.
- Session swaps are not available, although extra sessions can be added at the regular enrolment fee.
- I understand that payments must be made before the start of the holiday programme and I am responsible for any fees and will meet any shortfall from WINZ subsidies.
- As long as one weeks notice is given for any cancellations, then only 50% will be charged to hold your space.

Bookings:

- If you wish to **change** your bookings **during** Term time, one weeks' notice is required. (A Request to Change Bookings' form must be filled in and is available from the Supervisor.) We may be unable to change bookings during Term time due to numbers and ratios. More than one change during Term time will incur a \$20 admin

fee. Permanent bookings will automatically be carried over to the next term, unless Busy Bumbles is informed otherwise. Overdue accounts may not be transferred to the following term until payment has been made.

- Bookings must be made to the half hour eg no 7.45am bookings etc. There is a minimum charge of 1 hour.
- 24 Hours' notice is required for casual bookings, so we can assure we have correct staff ratios and all casual bookings must be paid for unless one weeks' cancellation notice is given.

Health and Safety:

- The Programme Manager has permission to arrange any urgent medical treatment if needed, at your cost.
- You agree to always pick up your child by the time you have advised and if you are unable to make it there by then, you will need to inform the Supervisor of who will be collecting your child.
- If your child does not arrive at the programme we will take the following action: Go to the school office and check with them, search the school playground and classrooms, ring you on all numbers supplied. Then ring the emergency numbers and failing that ring the police and report your child missing. This procedure ensures that we are quick to identify if your child is safe.
- You give permission for staff to apply basic first aid and sunscreen to your child.
- You will complete a medical consent form if your child requires staff to administer any medication while in our care.
- I give permission for my child to be given medical attention if required and will be responsible for any additional costs involved.
- Please keep us informed as to the identity of the persons who will be collecting your child.
- You consent to Busy Bumbles discussing your child with any relevant parties for matters relating to their behaviour, health and safety. This will allow us to provide a collaborative approach to any issue.
- Children may be transported in our Busy Bumbles minivan. A van transport policy is available to view if requested.

Termination of Place:

- One weeks' notice must be given in writing if you wish to end your child's place on the programme. Failure to provide the required notice may incur a fee equivalent to one weeks' full time fees for your child's programme/s.
- Busy Bumbles has a zero tolerance to bullying, hitting and inappropriate language and disruption to the programme. If your child consistently fails to follow reasonable directions, (and for example is sent to the Thinking Wall more than once in a Term or has repeated behaviour issues over a number of Terms) they may be removed from the programme and no refund will be given for fees paid.
- Where appropriate, immediate removal from the programme may occur if the demonstrated behaviour is of a type previously identified or of such significance that it is in the best interest of the other users of the programme or for the programme itself.

'The Fine Print'

- Whilst effort will be made to conclude any dispute in a consultative manner and to the satisfaction of all parties, ultimately in the event of an agreement not being reached the decision of Busy Bumbles management will be final.
- All and any associated costs &/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 parent/caregiver who enrolled them.
- The address provided by the parent/caregiver on the enrolment form shall be deemed their 'address for service' of any letter or document unless another address is advised to Busy Bumbles in writing (and the new address is acknowledged by Busy Bumbles).
- Service will be deemed to be fulfilled for any document sent by normal mail, 2 days after mailing.
- It is the responsibility of the parent/caregiver to inform Busy Bumbles of any address change in writing.
- If a child causes damage to Busy Bumbles premises or property, this will result in the cost of repairs being added to the parent/caregivers account.
- I agree to pay for damage wilfully caused by my child.
- I understand my child is responsible for his/her property.
- I understand that all staff are screened, trained and are gaining appropriate experience for the job they do and Busy Bumbles complies with Health and Safety Policies and the National Oscar Standards. However, accidents do happen, and I will not hold Busy Bumbles responsible for genuine mishaps.