**Terms and Conditions-**

OUR PROMISE: EXTRAORDINARY CARE. Plain and simple. We aim to be the best out of school care delivery service in the world.

By enrolling your child for the Services recorded in the Journey Kids registration form, you agree to be bound by all these T&Cs.

OUR SERVICES

1. Our various Journey Kids Services are described at: www.journeykids.co.nz

2. If you need more information about the Journey kids Services or would like to discuss any matters relating to our Services, please do not hesitate to call or email us at admin@Journeykids.co.nz or 027 286 5097

YOUR INFORMATION & AUTHORISATIONS

1. You confirm that: (a) you are the parent or legal guardian of the registered child, (b) all information provided to Journey Kids for the registered child (including medical information, medications, contact persons and persons authorised to collect the child) is accurate and complete in all respects and will be promptly updated by you as and when required.

2. You give permission for the registered child to participate in all Journey Kids program activities included in the Services, and on those days, for which the child is registered, including watching occasional G rated videos/movies.

3. You authorise Journey Kids staff and representatives:

(a) to consult with the registered child’s School regarding any behavioural or medical management issues in order to provide consistency and enhance the care provided for your child.

(b) in the event of accident or illness, to administer appropriate first aid, and to obtain all necessary medical assistance and treatment for your child, including ambulance transportation, and agree to meet any expense for such medical assistance and treatment.

(c) to apply sunscreen to your child, if you do not provide such.

(d) Photographs, Videos and Sound Recordings:

Use in Accordance with Reasonable Expectations.

4. In the course of providing its childcare and educational programs, Journey Kids will normally take photographs, videos and/or sound recordings of the participating children. Journey Kids believes that you would reasonably expect us to use such photographs, videos and/or sound recordings for the following purposes, as they are directly related to and essential in order for Journey Kids to provide you and your children with the full benefits of the Journey Kids childcare and educational programs:

(1) archival records of your child’s participation

(2) reporting to parents and guardians

(3) documenting learning experiences

(4) sharing experiences in your child’s school and within the Journey Kids program through various media (e.g. newsletters, visual displays, emails to families),

(5) development of Journey Kids professional educational material for training purposes and internal Journey Kids communications These photographs, videos and sound recordings are not used by Journey Kids for biometric matching or identification and are not provided to any third party. You may withdraw your implied consent at any time through your Journey Kids account, but in such case, Journey Kids may be unable to fully deliver its program to your child.

Use for Additional Purposes

1. Journey Kids requests your consent to Journey Kids using such photographs, videos and/or sound recordings of your children for the following additional purposes:

(1) advertising and marketing of the Journey Kids childcare and educational programs,

(2) sharing experiences on social media. If you provide your consent to such uses, but subsequently wish to revoke it, then it is your responsibility to notify Journey Kids in writing and updating your Journey Kids account.

However, Journey kids will always request permission from caregivers when using photographs or videos of children in advance.

YOUR FEES AND FINANCIAL OBLIGATIONS

1. You must pay all Journey Kids accounts by the due date for payment via Direct Debit from a Bank Account or by Credit Card (Visa and Mastercard only). Fees and charges for Journey Kids Services are subject to change. Please refer to our website www.Journeykids.co.nz for up-to-date fees and booking terms and conditions.

2. You consent to Journey Kids Direct Debiting from your bank account or credit card (Visa/Mastercard only), all fees that you incur by using a Service.

Credits that have been accumulated have a timeframe of 12 months to be used before they are forfeited to Kidspiration ltd.

Before and After Care: Invoices are sent on a Monday for the future two weeks care. This payment is processed, in arrears, on the Monday on a weekly basis.

Holiday Program: Statements are sent immediately upon booking.

Payment for holiday programme is due when you book.

There is a 10% deposit for WINZ customers when you book for the holiday programme, if WINZ decline your application, you are responsible for the outstanding amount.

All cancellations or changes made once the holiday programme commences will not be refundable.

3. Additional fees and charges are payable by you in the following situations:

(a) any holiday programme bookings that are made on the day will incur an extra $10.00 casual fee per child.

(b) if you do not follow the Journey Kids cancellation procedures when the registered child is absent on a day that they are booked to attend the Service,

(c) if the registered child is not collected from the Service by the advertised closing time, $1 per minute per family will be charged.

(d) if the registered child incurs charges or expenses as a result of medical assistance and treatment provided for your child during the Service.

4. You will be unable to make any further bookings with Journey Kids while you have any outstanding debt for Services.

CHILD CARE SUBSIDY

1. You are responsible for providing WINZ with all relevant information to be eligible to claim the Child Care Subsidy.

YOUR CHILD’S PARTICIPATION

1. It is your responsibility to have the registered child signed into Before School Care and Holiday Program, and out of After School Care and Holiday Program on the appropriate documentation on arrival and departure each day that they attend, and to notify Journey Kids staff if the child is absent on a day that they are booked to attend the Service. Journey Kids staff are not responsible for the registered child until they are signed into the Service and are not responsible for the child after they have been signed out of the Service, by you or your authorised representative.

2. If the registered child does not meet the Journey Kids policies for standards of behaviour or otherwise demonstrates inappropriate behaviour after guidance procedures have been implemented, Journey Kids reserves the right to suspend the child’s enrolment for a notified period or to exclude the child permanently from the Service. When requested by Journey Kids staff, you will immediately make arrangements to collect from the Service venue a child who has been suspended or excluded. Journey Kids reserved the right to remove any child from their programme who is posing an immediate or potential risk to their own, employees or other children’s safety, arrangements must be made immediately for the child’s carer to collect the child. Journey Kids also reserves the right to remove ANY child from their program for any reason deemed appropriate by the site manager.

3. You will ensure that the registered child will not attend the Service if they are suffering from an infectious or communicable disease as identified by the Department of Health. Journey Kids staff will not accept a child at the Service if it appears to them that the child is suffering from an infectious or communicable disease, or in the opinion of the Journey Kids staff is too unwell to attend the Service.

4. When requested by Journey Kids staff, you will immediately make arrangements to collect from the Service venue a registered child who in the Journey Kids staff opinion is suffering from an infectious or communicable disease or is too unwell to continue participating in the Service. You will not bring the child back to the Service until 24 hours after the illness or disease has passed, or as per the exclusion period listed by the Department of health, or until you have produced the required medical certificate if one has been requested by Journey Kids staff.

5. If the registered child is subject to suspension or exclusion from the Service or is withdrawn from the Service due to medical reasons, Journey Kids may disclose the child’s name and reasons for the suspension or exclusion to persons in control of the school or institution at which the Service is operated.

6. If the registered child has additional needs, a history of challenging behaviours, any medical conditions, or is the subject of a court or other governmental order, you will inform Journey Kids by uploading the required documentation to your account and where requested, contact our Head Office by phone at 027 286 5097 before the child attends any Service activities or programs.

IF YOUR CHILD HAS AN ADDITIONAL/MEDICAL NEED

1. New families with children with Additional needs, will be required to discuss your child’s attendance with Journey Kids Programme Manager before your child can attend. Please contact us on 027 286 5097. Please note that if your child requires an extra staff member to help support their time with us, we require a minimum of four weeks’ notice to apply for additional funding. Any requests for care with less than four weeks’ notice cannot be guaranteed.

2. If the registered child has a medical condition, dietary requirement or any other additional need, you are responsible for providing an Action Plan and supporting documentation to Journey Kids, before the child’s attendance at any Journey Kids Services.

3. You must provide your Child’s Medication to the Journey Kids staff if the registered child has a medical Action Plan that requires Medication to be administered.

INJURIES AND PROPERTY DAMAGE

1. Journey Kids is not liable for any personal injury, property damage, personal items (such as spectacles, jewellery and electronic devices), or other loss, due to any cause whatsoever, which is sustained by the registered child or their parent or guardian, as a result of participation in a Service activity (including excursions), unless the injury, damage or loss was caused by the proven negligence of Journey Kids, its directors or employees, except as otherwise expressly required by law.

2. You will indemnify Journey Kids (including its directors, officers and employees) against any costs, expenses or liability incurred as a result of any injury to any other child, Journey Kids staff or any other person, or any loss or damage to property, which is caused by the registered child at the Service venue or at an excursion location.

PRIVACY

1. You can rest assured that Journey Kids protects you and your children’s personal information in accordance with the Privacy Act.

HOLIDAY PROGRAM SERVICES – ADDITIONAL T&Cs

1. Daily and Other Fees: daily fees can be found on your venue page at www.Journeykids.co.nz you may also incur “experience extra costs” associated with all timetabled experience activities which are listed on the Journey Kids website.

2. Outstanding Debt: At the conclusion of the Holiday program, if your account has an outstanding amount and there are two consecutive failed payments, you will be charged a late fee of $30 and your outstanding account will be referred to a recovery agent. All associated costs with this process will be paid for by the account holder.

3. Cancelled Programs due to Enrolment: Minimum enrolment numbers are required to run each Holiday program. In the event a Holiday program is cancelled, Journey Kids will notify you in advance by phone. An alternate venue will be offered, or a full refund of any fees paid for the cancelled Service will be made. Journey Kids will not be liable to make any other payment to you in such event.

4. Cancelled Programs due to Weather: Holiday programs are subject to cancellation or alteration on short-notice in the event of unsuitable weather conditions or other factors which may arise that are beyond Journey Kids control. An alternate venue will be offered, or a full refund of any fees paid for the cancelled Service will be made. Journey Kids will not be liable to make any other payment to you in such event.

5. Excursions: You give permission for the registered child to leave the premises where the Service is normally provided, to participate in external activities as indicated in Service program.

6. Additional Needs: Children with additional needs must be booked into a Service more than four weeks in advance to ensure funding and additional staffing needs can be met. Children with additional needs (ISS) not booked within the relevant time period may not be able to use the nominated Service.

BEFORE AND AFTER SCHOOL CARE SERVICES – ADDITIONAL T&Cs

Cancellation and additional fees relating to your service can be viewed via your Journey Kids account.

Any bookings made once the week commences are classed as casual bookings not regular bookings.

Extra charge for longer sessions, if your child/children are booked for the shorter session and you are unable to collect them on time the session will be automatically extended to the next session time, with a 10-minute grace period.

1. Extended Session Fees: If a session goes for longer than normal (e.g. on the last day of term), an additional fee will be charged on a pro rata basis.

Times and costs are available on our website.

2. Outstanding Debt: If you have two consecutive failed payments, then all future bookings will immediately be cancelled, and your outstanding account will be referred to a recovery agent, a late fee of $30 will also be added to your account. Once your outstanding account is referred to a Debt Collector and/or legal representative, all associated costs with this process will be paid for by the account holder.

3. All cancellations made during the week will incur a $5.99 cancellation fee per session per child, any changes to bookings will also incur a $5.99 admin fee per session per child.

Any bookings that are cancelled or need changing before the week commences will be charged a $5.99 admin fee per child.

Full fees will still be charged for Before school care if not notified by 6.30am on the day and for after school care you will need to notify by 9am on the day or full fees will still be charged.

Any refunds made will incur a $5.99 admin fee, per refund, unless Journey Kids have made an error then we will refund with no charge.

4. Notification or cancellation can only be made through emailing [admin@journeykids.co.nz](mailto:admin@journeykids.co.nz) or calling or TXTing the phone number of your centre.

Cambridge East- 0272972043

Endeavour- 0272901211

Puketaha- 0272793938

Te Ao Marama- 0272865097

Gulf Harbour- 2073990929

Booking Confirmation,

All bookings are confirmed at 7am every morning and then again at 2pm every afternoon, during the week.

Express bookings can be made by the programme manager onsite for emergencies. This will be charged at the casual rate.

CHANGES IN T&CS

Due to changing government regulations, and our constant enhancement of the Services, we may need to amend terms and conditions from time to time. If we do, we will notify you of any amendments, and you shall have the right to cancel your account without charge if you do not accept any such amendments. Cancellation will be effective from the date that you notify us.