

Greetings

Hip Hip Hooray to safe and fun holidays! With Covid-19 being well managed, it's time to get active and get the laughter rolling. We've crammed in the coolest home day activities ever to ensure your children can explore our magic in the safest and best place with heaps of new and never seen or done activities. Home day activities such as: Outdoor laser tag, giant wooden puzzles and games, custom kites & sports, bubble-ball soccer, robot building, huge inflatable slide and more are only a click away.

Coronavirus and Ministry Regulations

Please be aware that we are following all Ministry health and safety guidelines regarding the coronavirus and changes to our programme may occur. We're committed to offering the best possible care, being proactive and communicating regarding this matter as we have information. We appreciate your cooperation and understanding.

Location & Sessions

Mission Kids will combine with Ormi Kids at the Ormiston Primary School Hall, 291 Ormiston Road, Flat Bush. Our sessions are:

Early Morning Session

7am - 8:30am - Includes breakfast and supervised play Half Day Session 8:30am - 3pm - Includes all activities, excursion costs, supervision etc. Full Day Session 8:30am - 6pm - Includes all activities, excursion costs, supervision etc.

Early Bird Special

Catch our 10% Early Bird Special when you book and pay before Monday, 29 June 2020. Our trips have limited space available, so to avoid disappointment make sure you secure your place early.

Bookings & Changes

Should you book a day and circumstances change after completing a holiday booking please contact us before Thursday the 2nd of July, 2020 and we will do our best to accommodate you. Once the holiday begins, all bookings are final as our two week cancellation policy only applies to before and after school care and we don't do swap days.

Warm Regards, Mission Kids Management

CALL US NOW: 0204 555 015

Mission kids



Note: WINZ Subsidies available, phone 0204 555 015 for details. Please pack morning tea and lunch for your child, incl. refillable drink bottle. Breakfast for children attending our Breakfast Session from 7am to 8:30am and afternoon tea for children attending our Full Day Session from 8:30am to 6pm is provided. Children dropped off before 8:15am will automatically be charged for the Breakfast Session as breakfast will be offered and care is provided. Children collected after 3:15pm will automatically be offered afternoon tea and be charged for Full Day Session. Last day for booking changes is Thursday. 2nd of July 2020 and days can't be swapped.

Terms & Conditions 2020

For our full T&Cs please go to: https://www.missionkids.org.nz/tcs/

STAFF - We understand that our programmes are only as good as the staff who run them. All Mission Kids staff are trained and skilled children's workers and receive ongoing support and professional development opportunities. Our staff to child ratio is 1:0 on site and 1:8 off site. In addition to this, there is always a minimum of two staff on duty at all times. Please see our policies and procedures manual (available on site) for further information. STE CONTACT-ABILITY - The number to contact our friendly staff while on site of Mission Kids is: 0204 333 013.

Sign Up Now

SITE CONTACT-ABILITY - The number to contact our triendly staff while on site at Mission Kids is: 0204 333 013 BANKING DETAILS - All payments can be made into the following account:

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Account Number: 12-3615-0048549-00

PAYMENT OPTIONS - Online banking - Fees can be paid directly via electronic financial transfer (EFI) to Mission Kids or by automatic/online bank payment authority. <u>Direct</u> <u>debit</u>. A direct debit weekly or fortnightly with Flo2cash, the financial institution and provider to Enrolmy (with whom Mission Kids does our enrolments, bookings and invoicing) is available upon request. A direct debit authority form will need to be completed, returned and submitted for approval. Third party terms and conditions apply. <u>Cash</u> - Payment by cash is not encouraged, a receipt will be issued with every cash payment. No cash is kept on site for safety reasons. <u>Credit card</u> - Payments via credit card are also available. There is an applicable credit card transaction fee of 1.85% which is charged on the total amount. Third party terms and conditions apply. **DEBT COLLECTION** - Mission Kids reserves the right, at all times, to use the services of recognised debt collection agencies, such as Veda and Baycorp, to collect outstanding monies owed in situations where all reasonable debt collection measures have been used without success. The cost of any action taken by the programme to recover unpaid fees will be met by the parents of the child concerned.

REFUNDS - No refunds are given for absences.

OVERDUE INVOICES - Payments will be deemed to be overdue seven days after the date of issued invoice. An invoice reminder will be sent seven days after issued date of invoice. If no payment is made within fourteen days after date of issued invoice, all bookings will immediately be temporarily suspended until the outstanding balance is paid in full. No child will be permitted to book and attend a holiday programme with unpaid or unsettled after school term fees. No child will be be permitted to book and after school care with unpaid or unsettled holiday programme fees.

ENROLMENTS AND BOOKINGS - All bookings and enrolments for after school care and holiday programmes are done online using Enrolmy. Parents log on to Enrolmy using their usernome and password, then select the days and sessions they would like their hild to attend. A system generated email will be sent out to families to confirm their booking. It is the responsibility of each child's parent to ensure all personal details are accurate and keep up-to-date. A child may not be booked into a programme without the enrolment process being completed. A manual enrolment form is also required to be completed, signed and returned.

HOLIDAY BOOKINGS

Venue - Mission Kids will operate its holiday programme from the Ormiston Primary School multipurpose space (hall), 291 Ormiston Rd, Hat Bush, Auckland 2016. Change of circumstances - Should circumstances change after completing a holiday booking, parents are to contact the office before the holiday programme starts and Mission Kids will do its best to accommodate any changes. Once the holiday programme begins, all bookings are final as our two week cancellation policy only applies to before and after school care.

Absenteeism - Should a child be booked in on a day and not attend, a full charge for non attendance will apply and swaps are not permitted.

Drop offs and collections - Children booked in for an 8:30am to 3pm session may be dropped off no earlier than 8:15am and collected no later than 3:15pm as a 'grace' window of 15 minutes is allowed. Any child who is booked in for an 8:30am to 3pm session and is still in our care after 3:15pm will automatically be charged for the full day, 8:30pm - 6pm session. Children booked in for an 8:30am to 3pm session may be dropped off no earlier than 8:15am and collected no later than 6:m. Late penalties will apply for any child collected after 6pm. Any child dropped off before 8:15am will be offered breakfast and automatically be charged for our early, breakfast session, regardless of whether they eat breakfast or not as supervised care has been provided.

Payments and bookings - Any child attending Mission Kids during the holiday programme will be required to pay their holiday programme invoice off in full by the latest twenty four hours before the first day of the holiday programme. Should payment not be made by the latest twenty four hours before the commencement of the holiday programme, Mission Kids reserves the right to suspend or terminate the booking and the parent will be notified in writing.

Non bookings and walk-ins - Mission Kids does not permit walk-ins and right of admission is reserved, regardless of whether a child is booked in for other days or programmes. Mission Kids will endeavour to accommodate walk-ins however due to staffing, excursion fees, transport limitations and Ministry of Social Development OSCAR restrictions, attendance may be denied. If a parent is not present with the child, the programme supervisor will call the child's parents and request them to collect their child. Measures will be taken by the programme supervisor to ensure the child is kept safe and not embarassed while waiting to be collected.

LATE COLLECTION - If a parent is late picking up their children, a late fee of \$10 for every 10 minutes per child or part thereof will be charged to cover staff costs. WORK AND INCOME (WINZ) - Mission Kids is an OSCAR approved provider by the Ministry of Social Development (MSD) allowing low income families to apply for WINZ subsidies. Application forms are kept on site and the site supervisor will be available to assist parents if required. Parents receiving WINZ are required to take full responsibility for their account and must deal directly with Work and Income regarding any issues or disputes. Families who have applied for WINZ and are waiting for approval are required to pay their invoices off on time and in full. Any WINZ back payments will be credited towards the child's account.

SiGNING OUT OF CHILDREN - Children are required to be signed in and out for affer school care by a nominated caregiver listed on the enrolment form. This is for each child's safety.

UNAUTHORSED PICK-UPS - Please call and advise our office 0204 555 015 (before 2pm) and site phone 0204 333 013 (after 2pm) if there is a change in the person who will be collecting your child. If a person whose name is not on your enrolment form arrives to collect your child, we are obliged (for your child's safety) to keep your child in our care until you have been contacted for consent.

SUN SAFE - Mission Kids has a detailed sun safe policy in place. During the summer months, parents/caregivers will be required to provide a suitable hat and SPF 30+ broad-spectrum sunscreen for their children.

SICK CHILDREN - Although senior staff are trained in first aid, we do not have the facilities to look after sick children. If a child arrives at the programme visibly unwell, the programme reserves the right not to accept that child. If a child becomes unwell during a programme, caregivers will be notified and requested to pick their child up as soon as possible. We will endeavour to make the child as comfortable as possible until a nominated caregiver arrives. Mission Kids has policies and procedures for accidents and emergencies and for children requiring medication.

CHILDREN'S PERSONAL PROPERTY - We do not encourage children to bring their own toys or devices to the programme. Our programme is fully equipped with a wide range of indoor and outdoor games and materials. Mission Kids will not be held responsible or liable for the loss of money, valuables or personal possessions that belong to a child.

CHILD SAFETY - Mission Kids has a detailed child protection policy in place. The programme is committed to the prevention of child abuse and to the protection of children and young persons.

PHOTOGRAPHS AND SOCIAL MEDIA - Photographs of children or items of children's work completed at Mission Kids after school care programme may be used at a later date for marketing and promotional purposes including social media sites. The site supervisor will manage taking of all photographs and will ensure they are safely and correctly stored, this includes uploading onto social media sites.

PRIVACY ACT 1993 - The information that you have supplied for enrolments is necessary for the safe and effective operation of the Mission Kids After School and Holiday Programme Care. All personal information requested will be destroyed at the completion of your child's time in the programme. You are welcome to review information pertaining to your child's enrolment at any time.

CALL US NOW: 0204 555 015