

# Enrolment Agreement



## OFFICE USE/SIGN TO ATTEST

|  |  |
|--|--|
| <p>Enrolment form completed and signed</p> <p>Start date entered</p> | <p><b>Childrens identification:</b> Children may be enrolled into a service even if a parent/cargiver cannot provide identity documentation. It is important to ask for identity documentation and if the parents / caregiver can provide it. <i>Please then tick which document(s) / ID you have sighted.</i></p> <p><input type="checkbox"/> NZ Birth certificate or Foreign Birth certificate</p> <p><input type="checkbox"/> NZ Passport</p> <p><input type="checkbox"/> Foreign Passport</p> <p>Staff Initials <input type="text"/></p> |
| <p><input type="checkbox"/> WINZ</p>                                 | <p><input type="checkbox"/> NSN number applied for</p>   |
| <p><input type="checkbox"/> Infocare entry</p>                       | <p><input type="checkbox"/> Immunisation certificate</p>   |
| <p><input type="checkbox"/> Enrolment fee</p>                        | <p><input type="checkbox"/> Allergies / medical / health plan completed</p>  |

Any changes to this form **must** be signed and dated by the parent / guardian.

### PRIVACY STATEMENT:

All early childhood services must meet their responsibilities under the Privacy Act 2020, which include providing a Privacy statement on enrolment agreements which meets the requirements of that Act (see Principle 3 - Collection of information from subject).

Additionally, all Privacy statements must include the exact wording below: Personal information about your child collected on this enrolment form is shared with the Ministry of Education who store it securely and treat it in accordance with the Privacy Act 2020. Information is disclosed to the Ministry:

- for funding allocation purposes
- for monitoring purposes
- to allow the assignment of a National Student Number\* to your child, and
- to allow the Minister or Secretary of Education to exercise any of their other powers or responsibilities under the Education and Training Act 2020, and as permitted by Privacy Principles 10 and 11.

Completed forms may also be viewed by Ministry officials on request for the purposes of monitoring and licensing.

\* A National Student Number is a unique identifier for your child within the education system. You can find more information about National Student Numbers and what they are used for at National Student Number (NSN) » NZQA

Early childhood services can find out more information about NSN assignment – including acceptable identity verification documents – at: National Student Numbers (NSN) – Education in New Zealand

**The Ministry recommends keeping a record of identity verification documents that have been sighted, but not retaining copies of identity verification documents, which if received, should be securely destroyed once verified**

# Enrolment Agreement

## CHILDS DETAILS

Child's **official surname** or **family name**

Child's **official given name**

Child's **official other names / middle names:**

*(please separate names with a comma)*

**Name your child is known by / preferred name:**

Surname / family name:

Given name:

Copy of official identity verification document

NZ Birth certificate

Foreign Birth certificate

Other

NZ Passport

Foreign Passport

Staff Initials

Child's date of birth:

dd / mm / yyyy

Male

Female

Child's ethnic origin(s):

Iwi your child belongs to:

Language(s) spoken at home:

Child's primary residential address:

Postcode

Any changes to this form **must** be signed and dated by the parent / guardian.

# Enrolment Agreement

## PARENTS / GUARDIANS

**1** Given names:

Surname / family name:

Address:

Postcode:

Phone (Home):

Phone (Work):

Phone (Mobile):

Email:

Relationship to child:

**2** Given names:

Surname / family name:

Address:

Postcode:

Phone (Home):

Phone (Work):

Phone (Mobile):

Email:

Relationship to child:

**3** Given names:

Surname / family name:

Address:

Postcode:

Phone (Home):

Phone (Work):

Phone (Mobile):

Email:

Relationship to child:

**4** Given names:

Surname / family name:

Address:

Postcode:

Phone (Home):

Phone (Work):

Phone (Mobile):

Email:

Relationship to child:

Any changes to this form **must** be signed and dated by the parent / guardian.

# Enrolment Agreement

## ADDITIONAL PERSON(S) WHO CAN PICK UP YOUR CHILD

|   |   |
|---|---|
| Given names: <input type="text"/>                   | Given names: <input type="text"/>                   |
| Surname / family name: <input type="text"/>         | Surname / family name: <input type="text"/>         |
| Address: <input type="text"/>                       | Address: <input type="text"/>                       |
| <input type="text"/>                                | <input type="text"/>                                |
| <input type="text"/> Postcode: <input type="text"/> | <input type="text"/> Postcode: <input type="text"/> |
| Phone (Home): <input type="text"/>                  | Phone (Home): <input type="text"/>                  |
| Phone (Work): <input type="text"/>                  | Phone (Work): <input type="text"/>                  |
| Relationship to child: <input type="text"/>         | Relationship to child: <input type="text"/>         |

## CUSTODIAL STATEMENT

Are there any custodial arrangements concerning your child? If **YES**, please give details of any custodial arrangements or court orders (a copy of any court order is required)

  

**Person(s) who cannot pick up your child:**

|                            |                            |
|----------------------------|----------------------------|
| Name: <input type="text"/> | Name: <input type="text"/> |
|----------------------------|----------------------------|

Any changes to this form **must** be signed and dated by the parent / guardian.

# Enrolment Agreement

## ADDITIONAL EMERGENCY CONTACTS (ALSO ABLE TO PICK UP CHILD)

**1** Given names:

Surname / family name:

Address:

Postcode:

Phone (Home):

Phone (Work):

Phone (Mobile):

Email:

Relationship to child:

**2** Given names:

Surname / family name:

Address:

Postcode:

Phone (Home):

Phone (Work):

Phone (Mobile):

Email:

Relationship to child:

**3** Given names:

Surname / family name:

Address:

Postcode:

Phone (Home):

Phone (Work):

Phone (Mobile):

Email:

Relationship to child:

**4** Given names:

Surname / family name:

Address:

Postcode:

Phone (Home):

Phone (Work):

Phone (Mobile):

Email:

Relationship to child:

Any changes to this form **must** be signed and dated by the parent / guardian.

# Enrolment Agreement

## CHILDS DOCTOR

Name:

Phone:

Name of medical centre:

## HEALTH

Illness / allergies:

Is your child up-to-date with immunisations?

*(Please provide verification of all immunisations)*

Tick one

Yes

No

**For staff:** Immunisation records sighted and details recorded:

Tick one

Yes

No

## MEDICINE

### CATEGORY (i) MEDICINES

A category (i) medicine is a non-prescription preparation (such as arnica cream, antiseptic liquid, insect bite treatment) that is not ingested, used for the 'first aid' treatment of minor injuries and provided by the service and kept in the first aid cabinet.

Note: The service must provide specific information about the category (i) preparations that will be used.

Do you approve category (i) medicines to be used on your child?

Tick one

Yes

No

Name(s) of specific category (i) medicines that can be used on my child, **provided by Happy Learning**

Savlon Antispectic

Yes

No

Natural Pharm Arnica

Yes

No

Sunblock 360 50+

Yes

No

Parent/Guardian signature:

Date:

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# Enrolment Agreement

## MEDICINE

### CATEGORY (ii) MEDICINES

Category (ii) medicines are prescription medicines (such as antibiotics, eye/ear drops etc) or non-prescription medicines (such as paracetamol liquid, cough syrup etc) that are used for a specific period of time to treat a specific condition or symptom. They are provided by a parent for the use of that child only or, in relation to Rongoa Māori (Māori plant medicines), that is prepared by other adults at the service.

I acknowledge that written authority from a parent is to be given at the beginning of each day a category (ii) medicine is to be administered, detailing what (name of medicine), how (method and dose), and when (time or specific symptoms/circumstances) medicine is to be given.

Parent/Guardian signature:

Date:

### CATEGORY (iii) MEDICINES

To be filled in if your child requires medication as part of an individual health plan, for example for an on-going condition such as asthma or eczema, and is for the use of that child only.

**For staff:** Individual health plan sighted and a copy taken:

Tick one

Yes

No

Name of medicine:

Method and dose of medicine:

When does the medicine need to be taken: *(state time or specific symptoms)*:

Parent/Guardian signature:

Date:

Any changes to this form **must** be signed and dated by the parent / guardian.

# Enrolment Agreement

## ENROLMENT DETAILS

Date of enrolment

Date of entry

Date of exit

**Please Note:** 20 Hours ECE is for up to **six hours per day**, up to **20 hours per week** and there **must be no** compulsory fees when a child is receiving 20 Hours ECE funding.

| Days enrolled:  | Mon | Tues | Wed | Thurs | Fri | Total hours |
|-----------------|-----|------|-----|-------|-----|-------------|
| Times enrolled: |     |      |     |       |     |             |

**For 20 Hours ECE fill out boxes below with the hours attested e.g. 6 hours**

|                                  |  |  |  |  |  |  |
|----------------------------------|--|--|--|--|--|--|
| 20 Hours ECE at this service:    |  |  |  |  |  |  |
| 20 Hours ECE at another service: |  |  |  |  |  |  |

Parent/Guardian signature:

Date:

## 20 HOURS ECE ATTESTATION

1. Is your child receiving 20 Hours ECE for up to six hours per day, 20 hours per week, at this service?

Tick one

Yes

No

2. Is your child receiving 20 Hours ECE at any other services?

Tick one

Yes

No

**If yes to either or both of the above, please sign to confirm that:**

- Your child does not receive more than 20 hours of 20 Hours ECE per week across all services.
- You authorise the Ministry of Education to make enquiries regarding the information provided in the Enrolment Agreement Form, if deemed necessary and to the extent necessary to make decisions about your child's eligibility for 20 Hours ECE.
- You consent to Happy Learning providing relevant information to the Ministry of Education and to other early childhood education services your child is enrolled at about the information contained in this box.

Parent/Guardian signature:

Date:

## DUAL ENROLMENT DECLARATION

I hereby declare that my child is/is not enrolled at another early childhood institution at the same times that he/she is enrolled at Happy learning Childcare.

Parent/Guardian signature:

Date:

Any changes to this form **must** be signed and dated by the parent / guardian.

# Enrolment Agreement

## OPTIONAL CHARGES

At Happy Learning we don't have any optional charges.

Parent/Guardian signature:

Date:

## STATUTORY HOLIDAYS / TERM BREAKS

At Happy Learning we are open for all school holidays.

We are closed on the following public holidays if they are observed on a weekday:

- |                            |                   |                        |
|----------------------------|-------------------|------------------------|
| - New Year's Day           | - Easter Monday   | - Labour Day           |
| - Day After New Year's Day | - ANZAC Day       | - Christmas Day        |
| - Waitangi Day             | - King's Birthday | - Boxing Day           |
| - Good Friday              | - Matariki        | - Auckland Anniversary |

## REQUIRED INFORMATION FOR LICENSING PURPOSES

**Local Excursions:** At Happy Learning we like to support learning in our community. Our local excursions are to the following places: Siverdale School.

The risk assessment for this venue is in our policy manual at the front entrance way. Ratios for local excursions are: 1:2 for under 2 year-olds and 1:4 for over 2 year-olds.

Parent/Guardian signature:

Date:

**Photo/video:** At Happy Learning childcare we utilise photos and videos for the purpose of Learning Stories, Facebook posting, our website and Storypark. Please sign your permission for the child to be photographed for these purposes:

- |  |  |  |
|--|--|--|
| Storypark  | Facebook (public)  | Website (public)   |
| <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Yes <input type="checkbox"/> No |

I understand that any photographs or video images I as a parent or legal guardian might take at centre events will not be used inappropriately. I will not post images on social media without parental approval from the parents of any children who appear in the image.

Parent/Guardian signature:

Date:

Any changes to this form **must** be signed and dated by the parent / guardian.

# Enrolment Agreement

## ADDITIONAL AGREED INFORMATION

- **Policy Statement:** we have a number of policies that set out the procedures that are in place for the care and education of the children who attend our centre. We strongly urge you to read these. The signing of this enrolment agreement form indicates that you will abide by the policies of this service and understand how you can have input to policy review. Our policy manual is kept in the front entrance way.
- **Policy Review:** we encourage you to support our policy review process which we post onto Storypark for your contribution. This allows you to have input into our operational practices.
- **Parent Information Book:** Please ensure you have read the information in the parent handbook as it covers such things as fee details, subsidies that are available to you, and ways in which we can help you and your child settle into the service.
- **Child's strengths, interests, and preferences:** Please tell us about your child's strengths, interests, and preferences – an "All About Me Sheet" is available in your induction pack.
- **Transitional School Visits:** we encourage and support our families to make these arrangements but do keep information about our local schools in the centre
- **Storypark:** we utilise Storypark for collecting your aspiration for your child and sharing your child's learning at Happy Learning childcare. Please feel free to comment at any time or add stories or photos as you wish.

## PARENT DECLARATION

I declare that all the above information is true and correct to the best of my knowledge.

Parent/Guardian signature:

Date:

## SERVICE DECLARATION

On behalf of Happy Learning Childcare, I declare that this form has been checked and all relevant sections have been completed.

Centre Manager signature:

Date:

Any changes to this form **must** be signed and dated by the parent / guardian.

# Enrolment Agreement

## TERMS, CONDITIONS, AUTHORISATIONS, AND PERMISSIONS

**Enrolment procedure:** If you choose to book a space for your child at with us the place will be secured for you upon receipt of your completed enrolment form, our enrolment fee, and one week of advance tuition. We encourage you to send in your completed form as soon as you have made a decision regarding your child's educational journey to avoid disappointment and to enable us to plan our staffing requirements.

**Fee payment and invoices:** **Happy Learning Childcare** and the Ministry of Education's licensing regulations require us to account for your child's attendance. We have a two-day minimum booking per week and ask that you sign in and out each time your child attends. You agree to pay the fees as per the fee schedule. All accounts are required to be paid in full on a fortnightly basis. Invoices will be emailed to all parents on a Monday for one weeks' advance fees. If your child is absent or on holiday, you will be required to pay the regular fees as per our fee schedule. Our fees are reviewed on an annual basis. If your child is absent for three or more weeks, you agree to pay any lost Ministry of Education funding.

**Late payment of fees:** Any overdue fees may incur a penalty 5%. After a period of three weeks non-payment your child may have their enrolment cancelled. A debt collection agency may be engaged to recover debts or proceedings through the courts may commence. By signing these terms and conditions you are agreeing to all costs incurred in the collection of debt, such as legal costs, court fees, and debt collection fees.

**Holiday Discounts:** Each child is entitled to three weeks holidays each calendar year where 50% of fees will be charged, calculated on a pro-rata basis dependent upon the number of days the child normally attends. In the child's first year of attendance at Happy Learning, the entitlement will also be pro-rated depending upon the month in which the child starts.

**Statutory holidays and term breaks:** This enrolment agreement is inclusive of school term breaks. We are not open on any statutory holidays. Full fees are applicable for any statutory holiday that falls on a day when your child would normally attend.

**Leaving the centre:** We require two weeks' notice in writing if you are planning to remove your child from Happy Learning. Fees may be charged up to and including the final day.

**Attendance:** If a child is absent due to illness or holidays, please make sure you advise us. The time of your arrival and departure is required to be written in the daily sign in and sign out sheet (located outside each room). In an emergency, this sign in sheet is used to ensure all the children are accounted for.

**WINZ subsidies:** It is the parent's responsibility to check with WINZ to see if they are entitled to a childcare subsidy.

**Hours:** **Happy Learning** is licensed to have children attend Monday to Friday. Our opening hours are 7.00am to 6.00 pm.

**Settling in and visits:** All children are required to visit the Centre at least twice for short periods prior to starting. There will be no charge for the visits. One of our staff will call you on your child's first full day to update you on your child's progress.

**Pick up and drop offs:** You are required to drop your child off or pick up at your scheduled times. If you are going to be delayed at any of these times, please phone to advise staff. Late fees may be applied at a charge of \$20.00 per 15 minutes. Staff will only release children into the care of adults documented on this enrolment form. Any other adults collecting will require permission by a parent/guardian prior to the child being released.

**Health:** Verification of immunisations is required and a copy will be taken and included with your child's enrolment file. If your child is unwell they may be at risk of infecting other children, teachers, and adults (including expectant mothers). Therefore, we ask that you keep your child home until they are well again and advise us of your child's illness. Any child who has experienced vomiting or diarrhoea will be excluded for 48 hours from the last episode. If you are contacted to collect your child who has become unwell we ask that this be done as quickly as possible.

# Enrolment Agreement

Any medication for your child is to be handed to the head teacher, this is to be documented and signed consent by you is required. In the event of an accident or emergency you authorise application of basic first aid and for the Centre to seek medical or other advice as deemed necessary and accept any expense incurred in obtaining this for your child. You understand if your child becomes ill whilst at Happy Learning you will immediately pick them up or arrange a pickup. You understand it is your responsibility to report any health and safety concerns to Ministry of Health.

**Food: We have a strict NO NUT Policy.** We support and encourage the guidelines of the Ministry of Health around preparation and provision of food for children. You understand that if you are wanting to bring food into the Centre for a special occasion you will first speak with a team member to gain an understanding of what is allowed.

**Clothing and personal items:** Children are required to bring a named change of clothes in their bags on a daily basis. Sunhats are compulsory in the summer months. Sunscreen should be applied by parents before attending. Our team will also apply sunscreen throughout the day. All your child's belongings, including items of clothing and footwear etc, are to be named. Please do not feel obliged to purchase labels, as a permanent marker is ample. We ask that you please keep children's toys at home.

**Toileting:** You give permission for staff and teachers to change your child's soiled or wet clothing when necessary.

**Emergency closures:** Should Happy Learning be subject to an Emergency closure you will be required to collect your child from the Centre.

**Policies:** We have a number of policies that set out the procedures that are in place for the care and education of the children who attend Happy Learning. Our policy documents are located in the front foyer and we urge you to read them. The signing of this enrolment agreement form indicates that you understand and will support our policies.

**Children With Additional Specific Needs** Happy Learning childcare is dedicated to providing an inclusive, safe & happy learning environment for all children, families & staff who attend our centre. When an individual child has extra, specific care & learning needs, a meeting will be organised between parents & staff to determine how we can best support the child & family through these specific needs. When an action plan has been agreed upon with both parties, outside agencies may be consulted to support the child, their family & staff.

Once this plan has been actioned, other additional meetings may be held. If Happy Learning Millwater Childcare, in its sole & absolute discretion, determines that we are not able to provide a safe learning environment for the child, other children & staff, this will be discussed with the parents & alternative care arrangements may need to be made. We will give 2 weeks written notice to cease a child's enrolment.

I agree to the above terms and conditions of enrolment.

Parent/Guardian signature:  Date:

Centre Manager signature:  Date:

# All about me



My name is  but you can call me

I have  brothers and  sisters. Their names are

and they are  years old.

I am a  child (e.g. confident, playful). My favourite things to do are

I am  towards other children (e.g. friendly, shy).

At home, I speak  (language).

I usually sleep during the day. Yes  No  At home, I sleep at  am  pm

When I do sleep, I like to take my  (e.g. blanket, teddy) with me to bed.

When I wake up, I normally  (e.g. like to have cuddles).

I love to eat  I would prefer not to eat

Due to my family's religious beliefs, I do not eat

I have known health problems. Yes  No  They are

I take  (please state regular medication) to help me feel better.

I am allergic to  They make me  (e.g. vomit, swell).

If I have an allergic reaction please  (e.g. give me my EPI pen).

## Whanau Aspirations

Dear Whanau, what is one important thing that you would like us to know about your child?

What celebrations, traditions or holidays do you share as a family?

What skills and/or attributes do you aspire your child to acquire/gain/strengthen with us in Happy Learning Childcare?

# Terms of trade



Effective 01 January 2025

**PLEASE READ** these terms and conditions carefully and discuss anything that is not clear with us. It is important that you understand these terms and conditions as, together with the Enrolment Form and Centre information, they set out the provision of early childhood care by Happy Learning Ltd. Your understanding of the terms and conditions and completion of the Enrolment Form is also important to enable us to provide high quality childcare for your child.

## AGREEMENT

In signing these Terms of Trade and the Enrolment Form for your child you agree to the Terms of Trade (as amended from time to time) and the provisions of the Enrolment Form. You also acknowledge that the Terms of Trade are not exhaustive and agree to abide by the policies contained in the **Happy Learning Ltd** Manual (a copy of which is on the Centre premises). The policies contained in the Terms of Trade, Enrolment Form and the Operations Manual is subject to amendment, clarification or deletion at the discretion of the Centre Management.

| CENTRE FEES                 | 4 HOUR SESSION   | 7 HOUR SESSION                | FULL DAY  |
|-----------------------------|--|-------------------------------|---|
|                             | 8:00-12:00 or 12:30- 4:30<br>includes morning tea or afternoon tea | 08:30-15:30<br>includes meals | Between 7:00-18:00<br>includes morning tea, lunch and afternoon tea |
| <b>UNDER 3 YEARS OF AGE</b> |  |                               |   |
| 2 Days                      | \$80.00  | \$130.00                      | \$160.00  |
| 3 Days                      | \$120.00   | \$160.00                      | \$210.00  |
| 4 Days                      | \$160.00   | \$210.00                      | \$260.00  |
| 5 Days                      | \$200.00   | \$260.00                      | \$310.00  |
| <b>OVER 3 YEARS OF AGE</b>  |  |                               |   |
| 2 Days                      | FREE   | \$60.00                       | \$85.00   |
| 3 Days                      | FREE   | \$90.00                       | \$115.00  |
| 4 Days                      | FREE   | \$120.00                      | \$145.00  |
| 5 Days                      | FREE   | \$170.00                      | \$205.00  |

(Please note that casual days will be charged at the normal rate for hours attended)

\* Conditions applies.

The above fees are applicable to persons who have either NZ residency or relevant visas.

An enrolment fee of \$60.00 & one week's fees are payable at the time of enrolment to secure your child's space. This payment must be made **within 5 working days** or your space will be cancelled. The enrolment fee & one week's fees are non-refundable if you decide to cancel your space any time prior to your booked start date.

Weekly fees are required to be paid by Automatic Payment only, in **ADVANCE** of the period your child is enrolled for child care. E.g. – By the Thursday or Friday of the week previous.

The Centre's account details are: 12-3678-0021503-00

Fees must be paid for every day that your child is enrolled, including any day your child is enrolled to attend but is absent. This includes all statutory holidays that fall on a day when your child would normally attend the Centre. Fees are subject to change and may be increased when necessary at the discretion of the Centre.

### HOURS OF OPERATION

The Centre is open 7am – 6pm throughout the year and closes only at weekends and statutory holidays. The centre closes early on Xmas & New Year's Eve. Full time care is offered on a weekly basis to children from 6 months to 6 years old.

**Full time** care is five days per week to a maximum of **11** hours per day. Children must be enrolled at the Centre for a minimum of **2 days** per week.

**Part time** care is also offered for an enrolled minimum of 2 days per week for a maximum of 7 hours per day.

### ENROLMENT/BOOKING IN ADVANCE

Any confirmed booking requires a payment of one week's fees (& a \$50.00 enrolment fee) to secure your child's enrolment. The one week's fees payment will constitute payment of your child's first week of advance fees upon your child commencing at the Centre. The enrolment fee & one week's fees are non-refundable if you decide to cancel your space any time prior to your booked start date.

### LATE PAYMENT OF FEES

Late payment of fees may incur a 10% penalty if fees are overdue & unpaid, or not in advance, at the last business Friday of the month. This penalty will be added to the overdue amount. Failure to pay fees may result in cancellation of your child's enrolment at the Centre. If any account balances remain unpaid, then all costs of debt collection (legal, filing and court fees and all debt collection commissions, etc.), incurred will be payable by you, the parent/guardian/caregiver. In terms of the Privacy Act 1993, you the parent/guardian/caregiver irrevocably authorise Happy Learning Childcare Millwater Ltd to seek and exchange information with any person, company or agency, etc. in regard to your credit rating and debt recovery procedures.

### 20 HOURS ECE

The Centre is a provider of 20 hours ECE Early Childhood Education ("20 hours ECE") for three, four & five year old children. Eligibility for 20 hours ECE begins on the child's third birthday and ends on the child's sixth birthday. Not eligible if the child has attended school. 20 hours ECE is available for up to **six hours per day** for a maximum of **20 hours per week**.

As Happy Learning Childcare Millwater Ltd is an all-day Centre, open 11 hours per day, fees will be charged for the days and hours when the 20 hours ECE are not available. The fees charged will only be for the hours not covered by the provision of 20 hours ECE. Hours requested by the parent for 20 hours ECE forms part of the Enrolment form. If your child is entitled to 20 hours ECE and you would like to use part of these hours at another Centre, you will be charged the normal full daily rate of \$150.00 on the days you are not using 20 hours ECE subsidy at Happy Learning and the 20 hours ECE daily rate of \$50.00. on the funded days that you have chosen, (based on a 6hour ECE day). If you are on WINZ, we can check to see if it is better for you to stay on WINZ or use the 20 hours ECE. Per hour rate of \$15.00

We believe that children deserve a quality environment that is beautiful and enriching and so provide extra services, staffing & resources that are included in our fee price over & above the daily 6hours of 20hours ECE. These include, but are not limited to:

- full catering with homemade meals and baking
- lower child to adult ratios
- over 80% qualified teaching team
- a well-resourced environment with quality sustainable resources that are replenished regularly

### COLLECTION OF CHILDREN

The Centre is licensed by The Ministry of Education until **18:00** Monday to Friday and must close strictly at this time. Your child must be collected no later than this time. Please contact the Centre if due to unforeseen circumstances you are unable to collect your child prior to the Centre closing.

Phone Number: Nadia 022 431 1943

For the Sessional care and the **08:30 – 15:30** session – please ensure you sign your child in at the time the session starts and please do not leave them until that time. When picking your child up, please ensure you sign them out at the end of the session. Late collection of children will mean that you will then be charged the Full Day rate that is applicable.

Children may only leave the Centre with:

1. Adults listed on the enrolment form (with identification), or;
2. With an adult whose name and relationship to the child has been made known to the Centre by parents, prior to picking up the child (with identification).

### LATE PICK UP FEE

A late pick up fee of **\$30.00 per 15 minutes, or part thereof**, will be charged for collection of children after the closing time of **18:00**. If we have not been able to contact you or your emergency contacts, and you have not contacted us within 1 hour of closure of the Centre, we reserve the right to contact the local Police.

### UNWELL CHILDREN

In accordance with the Happy Learning illness policy and the consent you have provided in the Enrolment Form, children are not to be brought to the Centre when they are unwell and/or suffering any condition that is capable of being transmitted to other children. **Children may return after a minimum of 48 hours being free of any symptoms.** We are unable to give pamol to unwell children & do not hold any pamol at the Centre (please see our illness policy on the entrance notice board). The Centre shall be entitled, in the event of a medical emergency to seek appropriate medical advice or treatment as they consider necessary in the best interests of the child and if necessary, to take the child to hospital in an ambulance. The Centre shall immediately contact the parent and/or emergency contact in the event of an unwell child requiring medical treatment. The parent and/or emergency contact will be required to collect the child forthwith. We are unfortunately unable to swap days when children are absent due to sickness. (We are unable to anticipate staff rosters & spaces available to cover)

### ATTENDANCE

If your child is absent due to illness or holidays, please make sure that you advise the Centre as soon as possible. The time of your arrival and departure must be written in the daily sign in and out on tablet or sheet and you are required to sign this daily. In an emergency this sign in information is used to ensure all the children are accounted for. The daily sign in and out tablet/sheet is located on the front entrance desk.

## HOLIDAYS

Full time children are allocated up to a maximum of **15 days at 50% discount fees per year**. From this allocation you can choose to use them for sick days and/or holidays. Use of holiday days for a sick day must be advised on the day when phoning in to advise of an absence. **Part time children will have 3 weeks on a pro-rata basis**. Once the enrolled child has attended for 3 months, the actual discounted days are dependent on the number of days remaining in the year, starting from their 3 months entitlement date. These cannot be paid out or used in lieu of payment. A notice period of 2 weeks is required prior to the first day of the holiday. We reserve the right to charge full fees in the event of the notice period not being provided. If your child is absent over and above their entitlement days the full fee will be charged to hold their place at the centre. You may use a holiday credit day for a statutory day. Credits for holiday days may only be applied when your account is paid up-to-date one week in advance. The holiday year runs from 01 Jan-31Dec of the same year. Unused days are not able to be carried over to the following year. Holiday credits are calculated after any subsidies or discounts have been deducted. Holiday days cannot be used to pay normal fees owed.

## STATUTORY HOLIDAYS

Full fees are applicable for any statutory holiday that falls on a day when your child would normally attend. You are unable to swap your day to another if it falls on a statutory day. You may use a holiday discount day from your allocation after 3 months attendance.

## EMERGENCY CLOSURE OF CENTRE

We are required by the Ministry of Education to close the Centre in certain circumstances, such as a natural disaster, (the loss of power to the Centre), and must evacuate the premises within two hours of such an event. In the event of an emergency closure, you will be required to collect your child from the Centre. Full fees are to be paid for up to 5 days if there is an emergency closure of the Centre.

If Auckland Health impose an incubation exclusion period due to an illness or disease outbreak full fees are payable.

## CHANGES TO BOOKED HOURS

If you wish to increase or decrease the hours/days your child is booked to attend, a notice period of 1 week is required. A change of hours form must be dated & signed to confirm changes. You may change days only if space is available.

## W.I.N.Z CHILDCARE SUBSIDY

If you qualify for a WINZ childcare subsidy, 100% payment of the full fee amount will be payable until the subsidy is approved by WINZ. Any payment made in excess of the WINZ subsidy will be credited to your account. In the event of your child not attending for the hours you have enrolled for and subsequently WINZ not paying for these hours, you will be required to pay the fees incurred for the hours not attended. You will be required to manage the relationship with WINZ and to advise WINZ of any change in hours of enrollment and will be responsible for cancelling the subsidy from WINZ. Any subsidy credited to your account & subsequently changed/withdrawn by WINZ will be re-charged to your account.

## CASUALS

Children attending casually can only be booked 1 day prior to the date required, and payment is required if absent. Spaces are only confirmed the day before if available. You can still book a week in advance but payment is still required if cancelled or absent due to staff ratio requirements & rostering. Payment for this day is required in advance or before signing your child in on the day.

### FAMILY DISCOUNT

There will be a 10% discount for two or more children attending fulltime childcare 0-3 years. When one of the children turns 3 the family discount will not apply. No discounts apply for session, part time, casual, or 20 hours ECE children.

### PRIVACY ACT

Any information we hold about you/and or your child from the completed enrolment form, or otherwise, is required by the Centre to enable us to comply with statutory requirements &/or to enable the Centre to contact you or to ensure appropriate care & education of your child.

Any information held by the Centre is strictly confidential to the Centre and follows the principles of the Privacy Act 1993. In accordance with the consent required in the Enrolment Form, we may at times observe and photograph children for the purposes of preparation of individual portfolios for children and/or communication with parents about children; this includes the weekly/monthly newsletters to parents, our Facebook, our online Storypark portfolio system.

Please be aware that any maligning of the Centre, its Owners, Management or Staff, either personally or via Social Media, will not be tolerated and may incur legal action.

### LEAVING THE CENTRE

If you are planning to finish your child's attendance from the Centre you are required to give two weeks' notice in writing. In the event of two weeks' notice not being provided, fees will be required to be paid until the notice period has expired.

### CHILDREN WITH ADDITIONAL SPECIFIC NEEDS

Happy Learning is dedicated to providing an inclusive, safe & happy learning environment for all children, families & staff who attend our centre. When an individual child has extra, specific care & learning needs, a meeting will be organised between parents & staff to determine how we can best support the child & family through these specific needs. When an action plan has been agreed upon with both parties, outside agencies may be consulted to support the child, their family & staff.

Once this plan has been actioned, other additional meetings may be held. If Happy Learning, in its sole & absolute discretion, determines that we are not able to provide a safe learning environment for the child, other children & staff, this will be discussed with the parents & alternative care arrangements may need to be made.

Happy Learning will give 2 weeks written notice to cease a child's enrolment.

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#### Parent/Guardian/Caregiver

Signature  Date   
Full Name

#### Supervisor/Centre Supervisor

Signature  Date   
Full Name

#### Centre Manager

Full Name  Phone   
Email  Web