

# Holiday Program terms and conditions



## 1. Program payment and enrolment process

- a. Payment for all days is required at the time of making the booking
- b. An enrolment will only be accepted once a completed enrolment form has been received and payment has been processed.
- c. A separate enrolment form must be completed for each child, for each holiday program period

## 2. Refunds and credits

- a. Refunds may only be granted for medical reasons, following the provision of a medical certificate and completion of a Request for Refund form.
- b. Credits will not be offered on days where the program is booked at capacity.

## 3. Change in details on enrolment form

- a. Holiday Program staff must be notified of any change in address, contact numbers or persons authorised to collect a child after an enrolment has been processed

## 4. Issues and challenges for children - enrolment cancellations

- a. If a child is having difficulty fitting into our program, the parent will be notified and consulted regarding the problem.
- b. If the Program Co-ordinator feels that the child or parent is unwilling or unable to work on the areas of concern, or that the problems are disrupting the other children or staff, the program reserves the right to terminate the enrolment for that child.

## 5. Special needs children

- a. Enrolments for children with special needs and/or disabilities will be assessed on a case by case basis. This assessment will examine the specific needs of the child, associated staffing and supervision requirements and venue and facility requirements in reaching a decision.
- b. When applying for enrolment, parents should consider the high activity levels of our programs.

## 6. Hours of operation and drop-off/pick-up times

- a. Drop-off time is between 8-9am, and Pick-up is between 4:30-5:30pm.
- b. Any pick-ups after 5.30pm will incur a fee of \$20, payable immediately at pool reception. This fee will be charged on each occasion a child(ren) is picked up after 5:30pm.

## 7. Program fees

- a. Program fees are to be paid in full at the time of enrolment. Spaces and bookings will not be held without payment.
- b. We do not accept personal cheques. Accepted methods of payment include: credit card (on enrolment form or over the phone), eftpos or cash (in person at pool reception)

## 8. Medication, illness, hygiene, accidents and emergencies

- a. All medication must be clearly labelled and packed appropriately
- b. Medication will only be administered on the condition that the Medication Record Form has been completed and is signed by the parent. This process needs to be completed on arrival each morning.
- c. Program Co-ordinator must be informed of any special considerations staff need to be aware of regarding medication or its administration.
- d. Children may retain asthma inhalers for self-medication
- e. If a child becomes ill or exhibits symptoms of a communicable disease the Co-ordinator will contact the parents and discuss appropriate action. If, in the view of the Co-ordinator, the child needs to be picked up, the parent will be advised of this.
- f. Children are required to wash their hands whenever using the bathroom and before meals and snacks. Since the bathrooms are not directly supervised, children are expected to take responsibility for their behaviour in these regard.
- g. Program staff will administer appropriate first aid and treatment for all incidents and accidents. If deemed necessary, an ambulance will be called by staff and any associated costs will be borne by the child's parents.

## 9. Supervision and ratios

- a. Children are directly supervised at all times, with the exception of when they are in the bathroom. Staff will accompany children to and from the bathroom where viable but will not enter the bathroom with the child. It is assumed that children can be responsible at this time. If individual children fail to act responsibly on these occasions, parents will be advised.
- b. Our programs operate with a ratio of 1:12 instructor and participants.
- c. This ratio may be increased (more instructors) based on the requirements of the activity being undertaken at the time (e.g. swimming).