

**Welcome** - Please take the time to read all fees and policies carefully.

**Fee's / Policies as of: 10th November, 2021**

## **Before School Care**

Cost: \$14 Per morning

What's included: Wide selection of breakfast options, lots of fun activities and school drop off

Operation Hours: 7am – 8:30pm

---

## **After School Care**

Cost: \$8 per hour, per child with a minimum of 2 hours, every 15 minutes after that \$2

What's included: school pick up, afternoon tea, homework help and lots of fun activities that are well supervised

Operation hours: 2:45pm – 6pm

---

## **Holiday Programme**

<b>Options:</b>	<b>Breakfast</b>	<b>Lunch (provided)</b>	<b>Half Day</b>	<b>Full Day</b>	<b>Full Week</b>
<b>Price:</b>	\$10	\$6	\$45	\$65	\$250
<b>Hours</b>	7am - 8am		Max 5 hours	8am– 6pm	

## **All Policies**

**Admin Fee:** \$20. This is a one off admin fee to go towards the cost of setting up your account.

**Late Cancellation Fee:** Cancellations that are not received by 1pm will incur a \$20 penalty

**No Notice Penalty:** A **\$30** Extra charge for failing to notify us that your child will not be at their booked in pick up, will be charged to your account. This is a major inconvenience to the children that have to wait for a delayed van, and causes unnecessary excess stress for staff.

**Sign outs are MANDATORY:** By law we need you to sign out your children when picking them up. I understand that this is a bit tricky now due to being in Level 2 but this needs to be done. There are two ways your can sign in/out by visiting our website [here](#) / using the onsite QR code or using the iPad provided at the front gate.

**Invoicing:** Our invoices are emailed to you every Wednesday for the previous week's care, the full payment is expected to be made within 5 days of when the invoices are sent out. The instructions on how to pay are on your invoice you can also come in and pay with cash or eftpos.

**Payments:** All invoices are sent out on a weekly basis. Payments can be made by using the bank account details at the bottom of your invoice.

**Debt Management:** If your account is in debt for over 31 days your account will be put on hold until you can show you are getting the amount owing under control by either clearing the debt or setting up a regular AP or setting up a payment plan option with the manager

**Booking Requirements:** All bookings must be done under the Aimy Online Portal, as much notice as possible would be preferred.

**Cancellations / sickness:** There will not be any cancellation refunds for sickness or other absences. The full fee will be invoiced, as we are required to organise staff and transport for the children booked in advanced.

If we are notified one week in advance of an impending absence (eg going away on holiday, school camp etc) no fees will be incurred

**WINZ Subsidies:** Are available through WINZ and you can see if you are eligible online by clicking [here](#). If you are eligible you can ask staff for the correct forms.

**Photo Tag:** Saying yes to Photo Tag allows our staff to take photos of your children for use on social media and/or any other advertising purposes.

**Transport management:** All our drivers have and hold a current Full New Zealand Drivers Licence. All XO vehicles are registered and have up to date WOF's.

**Ratios:** Our ratio with children are 1-staff per 10-children. On outings our ratio changes to 1-staff per 7-children

**Late Pick Up Fees:** This fee rate is \$2.00 every 15 minutes this will be added to your account if your children are signed out later than your booking time. This includes if you leave with out signing your children out which will be charged till 6pm.

**Sign Out's:** If a person arrives to pick up a child that is not on the authorised pick up list we can not let that child leave with them. If someone different is coming to collect your children please let Bernie know or add that person to your pick up list on Aimy Plus

**Concerns Or Complaints:** Must be made to Bernie Pope - [bernie@xo.church](mailto:bernie@xo.church)

**Damage or loss of property:** XO Kids staff and other enrolled children take no responsibility for any loss or damage of property