

## Our Philosophy:

Kids Klub aims to provide a caring, safe and fun environment for your children. We want children to be happy and busy doing activities that they may not be able to do at home. We encourage good manners and communication skills. We provide educational activities that are fun and inviting for the children.

## LOCATIONS & CONTACT PHONE NUMBERS:

<b>KIDS KLUB SUNNYBRAE</b> – SUNNYBRAE NORMAL PRIMARY, SCHOOL HALL	027-284-5373
<b>KIDS KLUB MARLBOROUGH</b> – MARLBOROUGH PRIMARY, SCHOOL HALL	027-284-5375
<b>KIDS KLUB GLENFIELD</b> – GLENFIELD PRIMARY, SCHOOL HALL	027-284-5376
<b>KIDS KLUB FORREST HILL</b> – FORREST HILL PRIMARY, SCHOOL HALL	027-284-5378

NB. The Before School programmes are based at Glenfield and Forrest Hill Primary Schools. Our Holiday programme is based at Glenfield Primary School.

## GENERAL ENQUIRIES:

<b>Bruce Masfield</b>	027-272-6994	<b>Email:</b>	kidsklub@xtra.co.nz
<b>Postal Address:</b>	PO BOX 36560, Northcote 0748	<b>Website:</b>	www.kidsklub.co.nz
<b>Accounts</b>	donna@smartbookkeeping.co.nz		
<b>Donna Coulston</b>	027-273-7352		

FEES	Booked Daily Rate	Casual Daily Rate
<b>Morning</b> 7.00am – 8.30am (Based at Glenfield & Forrest Hill Primary Schools only)	\$7.00	\$8.00
<b>Afternoon</b> 3.00pm – 6.00pm	\$14.00	\$16.00
<b>Holiday Programme</b> 7.00am – 6.00pm	\$35.00	\$40.00
<b>Holiday Programme Trips</b>	\$5.00 – \$10.00	\$10.00

## Terms & Conditions

Kids Klub reserves the right to change its fees and these terms and conditions from time to time by notice to you in writing, which may be by email.

**BOOKINGS:** NOTICE IS REQUIRED TO ALTER DAYS REQUIRED – THE LAST DAY FOR THIS IS THE FRIDAY AT 6.00pm PRIOR TO THE WEEK OF ATTENDANCE. ANY ADDITIONAL DAYS ATTENDED WILL BE CHARGED AT THE “CASUAL” RATE UNLESS NOTIFIED BY THE PREVIOUS FRIDAY AT 6.00pm.

## OUR HOURS OF OPERATION ARE:

7.00 am – 8.30 am mornings (Based at Glenfield Primary & Forrest Hill Schools)

3.00 pm – 6.00 pm afternoons. We also collect from some Primary Schools around the Glenfield area and deliver to Glenfield Primary School.

7.00 am – 6.00 pm Holiday Programme. Based at Glenfield Primary School, 101 Chivalry Road, Glenfield.

**NB: ALL Children must be collected before 6.00pm**

## TO START:

An enrolment agreement must be completed and handed to us before starting. You will also need confirmation that your child may start when requested as sometimes we do not have vacancies.

## BEFORE SCHOOL:

Children can be dropped off at the Glenfield or Forrest Hill Primary Schools Hall from 7.00 am. (Please sign your child in daily) Those being delivered to their schools will be dropped off between 8.20 am and 8.55 am. (Please ask if this is available for your school).

## AFTER SCHOOL:

Children must go to their schools designated area as soon as school is finished and make themselves known to their supervisor. We offer a pickup service for some other Schools (Please ask if this is available for your school). Children will be picked up from their designated area and delivered to the Glenfield afterschool programme.

**HOLIDAY PROGRAMME:** (Based at Glenfield Primary School, 101 Chivalry Road Glenfield)

During the school holidays we provide morning tea and afternoon tea. Please provide lunch, or money to buy food and a drink bottle for your child. We go on field trips most days for extra enjoyment i.e. Ice Skating, Bowling, Mini Golf, Movies, Computer Games, Long Bay Park and Bush Walks etc. During the Holiday Programme you must sign your child in and out daily.

## **POLICIES AND PROCEDURES**

Please see the supervisor if you wish to view our Policies and Procedures booklet. It contains detailed information on health and safety, making complaints, employment practice, etc. Our main policies are addressed as follows:

### **BEHAVIOUR MANAGEMENT AND RESOLUTIONS:**

We use behaviour management techniques that communicate the expectations of appropriate behaviour and empower children to meet those expectations. It is our goal for children to become competent and confident in a safe, secure and respectful environment. This is done through the use of positive reinforcement and by providing a stimulating and varied programme. Every effort will be made to help your child settle into the programme. However, if a child's behaviour is consistently harmful and/or disruptive to the other children or staff, parents will be asked to remove him/her from the programme for a period of time or may even result in the termination of their enrolment. Kids Klub has the right to suspend or terminate any enrolment immediately without question if any policies are breached. You will compensate us for any damage, loss, costs or expenses we incur that are caused by any child that you register for any Kids Klub programmes. We are not liable for any damage, loss, costs or expenses you may suffer as a result of using any of our services.

### **IMPORTANT INFORMATION TO REMEMBER:**

#### **ABSENCE NOTIFICATION**

Please ring or text the applicable centre before 8.00 am (for mornings) and by 3.00 pm, for afternoons.

#### **Children's Toys/Games etc.**

We do our best to look after children's things but all care and no responsibility applies. Please name valuables for ease of identification.

## **ABUSE**

Kids Klub have a detailed child protection policy, which includes the reporting of any suspected child abuse to the Department of Child, Youth and Family Services.

## **COMPLAINTS**

Kids Klub has a complaints procedure. If you have any problems, please approach the supervisor. If this is not an option you are able to contact Bruce on 027 272-6994

## **CHILD COLLECTION**

In case of an emergency meaning you will be late collecting your child, please ring the relevant Kids Klub centre A.S.A.P. If children are picked up late, a fee of \$1.00 per minute may be charged to your account.

If your child is being picked up by someone other than those stated on your enrolment form, please let us know in advance. We will not allow your child to leave with someone else without your permission.

#### **Half Day/Early Closures**

These will normally be catered for. Please let us know a.s.a.p. if you require our services.

**ACCOUNTS NEED TO BE PAID IN FULL BY THE END OF EACH WEEK. Bank Account Number: ASB 12-3053-0523423-00**

## **DAYS BOOKED WILL BE CHARGED REGARDLESS OF ATTENDANCE**

## **DAYS BOOKED AND NOT ATTENDED CAN NOT BE EXCHANGED FOR OTHER DAYS.**

## **CASUAL BOOKINGS CAN ONLY BE TAKEN IF THERE ARE SPACES AVAILABLE AND CONFIRMED PRIOR TO ATTENDANCE.**

## **NO REFUNDS ARE GIVEN FOR ABSENCES. ONE ACCOUNT ONLY PER FAMILY.**

I understand that Kids Klub may engage a third party to provide an on-line booking system for your convenience and will make reasonable endeavours to ensure any company it engages with in this regard is reputable. I agree that Kids Klub will not be liable for the failure of any such on-line booking system including but not limited to a lack of availability, loss of data or security breaches.

I understand that my child may be traveling by taxi, bus, van or car during the day. I am also happy for my child to go swimming, and to participate in Kids Klub field trips and activities offsite from time to time. I also understand that Kids Klub images/photos including or featuring my child may appear in advertising and/or marketing material across web, print and other forms of media. I understand that I am responsible for providing complete and accurate information and that Kids Klub and its staff cannot be held accountable if any information is incomplete, inaccurate or has not been updated.

I give permission, should my child need immediate medical attention, for Kids Klub to take my child to an emergency facility and I agree to pay or reimburse Kids Klub for any medical fees and medication costs incurred.

I also give permission for any medicine as notified by myself to be administered to my child.

Interest on overdue fees may be charged at 10% compounding monthly. I am aware that any default by me for the payment of outstanding fees may result in debt collection action and all costs and expenses, including legal costs, associated with this action will be paid by me. Kids Klub also reserves the right to refuse to admit any child in the event of non-payment of fees.

We prefer a friendly settlement as opposed to this action.

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