



Parent Fees Policy and Terms of Trade

Reach for the Stars is a licenced, privately owned early learning Centre that offers quality childcare and education with a safe and stimulating environment for tamariki aged from birth to school attendance. We are licenced for 85 tamariki with a maximum of 25 under two-year olds.

At Reach for the Stars it is important to us that our parents have a clear understanding of the requirements around fee payments during the time their child/children are enrolled with us. We will provide a copy of our Terms of Trade when visiting the Centre and they can be found on the Forms and Policies page of our website. Failure of parents/caregivers to follow the rules regarding fee payments may lead to their child's exclusion from the Centre.

Fee Structure

Fees are charged on the basis of permanently booked hours and days that a child is enrolled, not the hours or days that the child attends.

- We have a minimum booking of 2 days per week for over 3's – space permitting.
- Children are required to attend a minimum of 6.5 hours per day and we prefer at least two days per week to ensure consistency and involvement within the Centre programme.

PLEASE REFER TO OUR FEE SCHEDULE FOR FEES CHARGED

Payment for the first weeks' fees is payable in advance and upon enrolment. This payment is non-refundable should the child not start within one week of their enrolment date.

If this payment is not received Reach for the Stars reserves the right to offer this place to another child.

If an accepted enrolment date is delayed for more than 1 week then the parent will need to pay an enrolment fee for at least 6 hours per day to hold the space, otherwise the enrolment is deemed to be cancelled and the space will be offered to the next child on the waiting list.

Subsequent payments of fees are due on invoice. You will be invoiced every Monday night for that current week your child will be attending.

Please set up a weekly Automatic Payment (AP) so the fees are received before close of day Friday. Once your child/ren start at Reach for the Stars your first week's fees are due no later than Friday of your child/ren's first week and before every consecutive Friday thereafter. This will ensure your child/ren's fee account is maintained one week in advance. **This minimum advance period of one week is strongly enforced.**

Account Name: Mairangi Bay Explorers Ltd t/a Reach for the Stars

Account Number: 38-9023-0720693-00

Reference: Please use your **child's name** and **parent's name**

If paying weekly will cause you difficulty, please talk to our Centre Manager to enable an alternate payment plan to be worked out that will ensure the fee payment is maintained a minimum of a week in advance.



Any automatic payments made during the week will show on the following weeks invoice/statement. If you wish to pay fortnightly or monthly you must pay in advance, not in arrears. For the smooth running of the Centre, it is very important that your fees are kept at least one week in advance.

There is a 10% penalty fee added to your fees until they are brought back to a minimum of one week in advance. Should you ever experience any difficulty regarding fees please speak to, or email our Centre Manager. It is important you communicate with us.

Fees are to be paid for the 52 weeks that the Centre is open each year regardless of statutory/public holidays, illness and family vacation times.

Non-payment of fees for three (3) weeks, without notification and with no arrangements made and/or failure of parents to follow the rules regarding fee payments may result in your child being removed from the Centre roll and you will be liable for the following two weeks fees as your notice period.

Non-attendance for 3 weeks at Reach for the Stars without notification may result in your child being removed from the Centre roll and you will be liable for the following two weeks fees as your notice period.

Debt Collection

Should we deem it necessary to involve a debt collection agency to recover fees then we reserve the right to refer outstanding accounts, including collection costs, to debt collectors. Any debt collection costs will be required to be paid by the debtor.

Early Drop off / Late Pick Up Fees

There is a 15 minute grace period for outside of booked hours (to allow for traffic situations). You will then be charged \$5 for every 5 minutes that you are late after that.

Out-of-Hours Pick up or Drop-off Fees

If the drop off or pickup is outside of licenced hours there will a one-off fee of \$10.00 followed by further charge of \$10.00 for every subsequent 5 minutes. This requires 2 teachers to remain behind and puts us in breach of Ministry of Education regulations and breaches the terms of our Operating License. Please ensure you ring us immediately once you know you may be late.

Sibling Discount

If more than one child of the same family account attends our Centre full time, we will give a 10% discount. This discount is applied to the lowest fee charged. Where there are three children from the same family attending, we will give a 10% discount off each child's fees.

Discounts are given at the discretion of the Centre and may be withdrawn at any time. Discounts will be withdrawn for accounts not paid in accordance with our Fee Policy.

Funding

Reach for the Stars receives government funding from the Ministry of Education. How these funds are used will be displayed at the end of the financial year in the reception area.

The government subsidises teacher-led education and care services for all licensed Centres on a 'rate per attending' child basis.

20 Hours Free

In addition, Reach for the Stars participates in the government's 20 Hours Free ECE scheme for children aged three (3) years and over.

The maximum subsidy hours available are 6 hours per day, up to a maximum of 20 hours per week.

ECE services are unable to charge fees for these 20 Hours ECE, however, they are able to charge for your child's enrolled hours outside these hours. Our fees are based on a daily rate basis to ensure these additional

fees can be charged to maintain high quality early childhood education and care. These charges cover specific features above the regulated services funded by the government. They include higher adult to child ratios (additional staff for the majority of the day), fantastic resources, food, sunscreen and nappies.

To participate parents/guardians are required to complete an attestation form prior to your child's 3rd birthday, confirming attendance at our Centre and stating the days and they want provided by Reach for the Stars under this scheme.

The form also confirms that that your child is not attending another Early Learning Centre at the same time that you have applied for funding at our Centre.

Parents of children aged three (3) years and over who have not signed an attestation form will be charged at the Centres standard rate.

WINZ Childcare Subsidy

Some whānau are eligible for a childcare subsidy from Work and Income NZ (WINZ) The subsidy is income tested. You can read more about it on the Ministry of Social Development, Ministry of Education or WINZ websites www.workandincome.govt.nz or you are welcome to ask for information from our Centre Manager or Centre Administrator - we are more than happy to help guide you through this process.

Fees must be paid in full until the letter of confirmation is received from WINZ. Any credit held in the family's account when subsidies are paid, will be refunded directly to the parent/caregivers. It is the parents/ caregivers responsibility to ensure that all paperwork is processed and received by WINZ on time and that they are notified of any changes to your circumstances. Any delays will result in the parent/ caregivers having to pay full fees until the subsidy is received by the Centre.

- Please be aware that there is always a shortfall between when the WINZ subsidy is received and when the enrollment fee is charged. You will be responsible to pay this shortfall.
- In the event of your child not attending 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.

Casual (extra days)

Casual days will be taken on a case-by-case basis, if we have a vacancy at that time we may be able to assist, this will be in consultation with the Centre manager.

Absences

Fees are charged based on a permanent placement and booking. We hold this place for your child, therefore absences, family vacations, statutory holidays will still be charged at the full rate.

Long term absences due to illness e.g; infectious diseases will be charged at the Centre Manager's discretion.

Please call us, leave a message on our answerphone or email the office if your child is going to be absent.

Booked Times

Booked / enrolled times must reflect attended times. If your child does not regularly attend the hours booked, the office MUST review your booking to reflect the time your child usually attends. You will be asked to reconfirm your child's enrollment times by way of signing an attestation form. There is some flexibility in this, e.g we are happy for you to pick up your child early on occasion, as long as your usual attendance equals your usual booking. **This is a Ministry of Education requirement.**

Change of Booked Times

If you wish to apply to change your child's enrolled hours/session times or days, then your request must be made in writing and emailed to us. You can find the 'change of booked hours' form on our website or you can request it from our Centre Administrator. Any changes will be dependent on the availability of spaces.

Two weeks' notice must be given for any change of bookings required. You will be charged at the normal rate if any changes are made without notice. Requests/forms must be sent through to this email address: albanychildcare@reachforthestars.co.nz

Every time there is a change to your child's enrolment hours or days, you must complete and sign another attestation form.

Attendance Records

You **must** sign your child in and out upon arrival and departure on the tablet located at reception. Each family member/caregiver will be allocated an individual PIN number to use to sign in and out. Individual PIN numbers will be given on completion of your child's enrolment form.

You **must** also attest to the weekly attendance of your child by way of electronic verification. You will be emailed each week with a link to do this.

This is a regulatory requirement by the Ministry of Education.

Notice to Withdraw

A written two (2) week notice period is required when withdrawing a child from the Centre. Notice must be given in writing to this email address: albanychildcare@reachforthestars.co.nz. We also request that a withdrawal form is completed prior to the child's last day. These forms can be emailed directly to you upon request.

Sickness & Illness

Sick days will be charged at your normal daily fee. If there are unusual circumstances that may prevent your child from attending through illness, please discuss this with the Centre Manager. Please do not attempt to bring an unwell child into the Centre. This causes distress to the child, time needed off the floor by staff to supervise your child in isolation, and passing of viruses to other children and staff, resulting in inconvenience for many families.

Statutory/Public Holidays

Our Centre is closed on all public/statutory holidays. Full Fees are still payable on these days if they fall on a day your child would usually attend the Centre.

Planned Holidays

Children are entitled to take three (3) weeks holiday per calendar year (January-December). We require in writing, a minimum of two weeks' notice for the fees to be discounted by 50%. This is to enable us to keep the enrolment open for your child.

For children enrolled less than a full week, the days and discount will be applied on a pro-rata basis. E.g: If a child is enrolled for 3 days per week, they will receive 3 of their weeks (9 days) at the discounted rate in a calendar year.

Traditionally, children take this time over the Christmas/New Year period. Due to Ministry of Education regulations, we are unable to accommodate an absence of more than three (3) weeks at one time as after this period, the Ministry of Education will stop your child's funding. **Your account must be up to date to be eligible for the holiday discount.**

Swapping Days

If your child is unwell and unable to attend, you are unable to swap that 'sick' day to another day. If you wish for your child to attend another day due to work commitments etc. then you will be charged for that extra day/hours. However, if you provide two weeks' notice and there is a vacancy available, we will do our best to accommodate a change of day. **You will be required to sign an attestation form for this change.**

Excursion Charges

From time-to-time, there will be planned optional activities or excursions, for which charges may apply to cover direct expenses such as transportation, entry fees and additional staff. Prior notification will be given for each activity outlining the trip, transport, cost, and adult/child ratio. Consent will be obtained on an individual basis.



Fee Review

The fee schedule will be reviewed at the discretion of the owners. Should this review result in an increase in fees we give at least four (4) weeks' notice to all families.

Centre Rules and Policies and Conditions of Enrolment

The terms and conditions contained herein are not exhaustive. Detailed terms and conditions are contained in Centre Policy documents, rules, notices etc.

Reach for the Stars reserves the right to add, amend, clarify, or delete terms, conditions, or policies by; bulk email, issuing newsletters, notices or posting notifications on Storypark or on the Centre noticeboard.

Privacy Act

The information requested in the Enrolment application form is needed by the Centre to comply with the statutory requirements and to enable Centre staff to contact you or to ensure the appropriate care and education of your child. We are obliged by regulation to keep these records for at least seven years. If it is necessary to refer your account to a debt collection agency, information supplied by you will be made available in pursuit of collection of all amounts outstanding.

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, together with the Enrolment Form and Centre information as they set out the provision of early childhood care by Reach for the Stars and enable us to provide high quality childcare for your child.

I have read and understood and agree to abide by the above Terms:

Parent/Guardian/Caregiver

Parent/Guardian/Caregiver

Name: _____

Name: _____

Signature: _____

Signature: _____

Date: _____

Date: _____