



Terms of Trade effective 1st December 2014

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 Natures Nest Warkworth. 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 Natures Nest Operations 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: (Morning tea, afternoon tea & lunch are all included in the fees) **fees below available on request. Please phone the centre.**

	Sessional Daily Rate 8:30am-3:30pm (\$25 discount for 5 days)	Sessional Weekly Rate 8:30am-3:30pm (5days attendance)				
0 - 3 year olds (& non ECE fees)	\$.. per day	\$...				
3 - 5 year olds (20 hours ECE)	\$.. per day	\$...				
	Daily Rate 7.15am - 5.30pm	2 full days 7.15am - 5.30pm	3 full days 7.15am - 5.30pm	4 full days 7.15am-5.30pm	Weekly Rate 7.15am - 5.30pm (Mon-Fri)	
0 - 3 years old & Non ECE fees	\$..	\$...	\$...	\$...	\$...	
3 - 5 year olds (20 hours ECE)	\$..	\$..	\$...	\$...	\$...	

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

An enrolment fee of \$50.00 is payable at the time of enrolment. The enrolment fee is a one off non-refundable fee and does not apply towards tuition.

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: **Natures Nest Early Learning Centre Warkworth**
06 0383 0201861 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 from 7.15am to 5.30pm throughout the year and closes only at weekends and statutory holidays. The centre closes at 3.30pm on Xmas & New Year's Eve. Full time care is offered on a weekly basis to children from birth to 5 years old. Full time care is five days per week to a maximum of 10hours per day. Children must be enrolled at the Centre for a minimum of 2days 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 advance booking requires a payment of one week's fees to secure your child's enrolment. The payment will constitute payment of your child's first week of fees upon your child commencing at the Centre.

If you no longer require the booking you must advise us in writing or email a minimum of 1 month before the start date booked. If 1 months' notice in writing has not been given, the deposit of 1 week's fees will not be refunded.

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 will 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 Natures Nest Warkworth 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 Natures Nest Early Learning Centre is an all-day Centre, open 10 hrs. 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 daily rate of \$65 on the days you are not using 20 hours ECE subsidy at Natures Nest and the 20 hours ECE daily rate of \$41 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. This also applies for our sessional rate as it is over the claimable 6hours per day.

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
- weekly child yoga sessions with a professional yoga instructor & other specialist visiting teachers
- regular maintenance of our outdoor nature playscape and the 'Wild Woods'

- quality wet weather clothing for 'all weather' play outside

Collection of Children

The Centre is licensed by The Ministry of Education until 5.30pm 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. 09-425 0511.

For the 8:30am-3.30pm 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. If you are over the booked times, you will be charged a late pick up fee of **\$15.00**.

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 per 15 minutes will be charged for collection of children after the closing time of 5:30pm. 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 Natures Nest 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 48hrs 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 sheet and you are required to sign this daily. In an emergency this sign in sheet is used to ensure all the children are accounted for. The daily sign in and out sheet is located on the sign-in desk in each classroom at all times.

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 month 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 1 week in advance. The holiday year runs from 01Jan-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.

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 0-3yrs. When one of the children turns 3 the family discount will not apply. No discounts apply for session, part time, casual, or 20hours 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 private families Facebook page & our online Educa portfolio system.

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.

Natures Nest is dedicated to providing a safe & happy learning environment for all children who attend our centre. Accordingly, if Natures Nest, in its sole & absolute discretion, determines that it is in the best interest of the centre, its teachers & children, it may cease a child's enrolment by giving 2 weeks written notice.

Parent/Guardian/Caregiver Signature:Date:

Phone: Arnika or Hayley on:
09-425 0511

Parent/Guardian/Caregiver Full name:.....

Email:

Supervisor/Centre Supervisor Signature: Date:.....

warkworth@natures-nest.co.nz

Web:

Supervisor/Centre Supervisor Full name:.....

www.natures-nest.co.nz