



## MI CASA ASC LIMITED - TERMS AND CONDITIONS

Last updated on May 2022

***Please note: by accepting Mi Casa ASC Limited Terms and Conditions, you give permission for Mi Casa ASC Limited to transport your child/ren by Vehicle or Walking School Bus to Activities including Excursion Days.***

### COVID 19 GUIDELINES:

We follow the Guidelines as stated by the Ministry of Education. Please see our Covid Guidelines for our policy.

***Mi Casa ASC Limited may not operate under the Red Light if guidance from the Government suggests.***

For more information on Government updates please visit [www.covid19.govt.nz](http://www.covid19.govt.nz)

If your child/ren are sick, please make sure they stay home.  
In the case that your child/ren shows symptoms of cold or flu, we will call parents or guardians for immediate collection.

Please encourage children to sneeze and cough into their elbow. Consistent hand washing will be in place.

For contact tracing purposes a record will be kept in our system of all activities.

Signing in/out children (manually or by mobile App) is mandatory. As is a Vaccine Pass if entering the premises.

Welcome to Mi Casa After School Care Limited

At Mi Casa we prefer if you communicate to us through emails as we both need to be informed about changes of bookings or any important notifications affecting our walking bus or attendance list, this way we both receive the message and can action this promptly.

If your best way to communicate to us is by text or calls, you are welcome to do so, but please include both numbers on your text message:

Lisa: 022-027-2930 Jansyl: 027-217-2627

**For booking please go to this link:**

**[mi-casa .aimyplus.com](https://mi-casa.aimyplus.com)**

### **FOOD AT MI CASA**

At Mi Casa we offer a variety of healthy options as well as treat days. If you have a dietary requirement or preference, please inform us and we will ensure these requests are met. Please inform us of these before attendance.

### **TO START:**

An enrolment safety form must be completed before starting. All fields that have an asterisk are required to be filled in. Please ensure we have all medical information included. If your child/ren have allergies or need medication for any reason, this MUST be stated in your safety form. Please alert us of any cultural or emotional needs so we may support these.

**INCLUDE ALL AUTHORISED PEOPLE COLLECTING CHILDREN, THIS WAY THE NAME WILL SHOW IN OUR ATTENDANCE SYSTEM LIST.**

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

### **AFTER SCHOOL:**

Children must go to their schools designated area as soon as school is finished and make themselves known to their Mi Casa ASC supervisor.

We have a Walking School Bus Policy, which children must adhere to for safety reasons.

This policy will be given to parents for authorisation before the start date. Please ensure your children understand they must come to the meeting point with all their belongings.

We are not responsible for items left at school, once children arrive at the meeting point, they must remain with the Mi Casa ASC leader until roll check starts and we are ready to leave school grounds.

We have a policy that all children must wear shoes, raincoats (if it's raining) and a hat (if summer) before leaving the school grounds.

We offer fast booking template options for regular/term payments.

When choosing these new booking option templates, you will receive our regular booking rate of \$20 per session/per child - if you book for the whole term and more than 1 day per week/per child.

**Casual Rate (\$25 per session) for After School Care Casual Rate applies when you book your child/ren 1 day per week (no matter how many weeks you book - if it's for 1 day per week...the casual rate of \$25 per session will apply.**

**CASUAL BOOKINGS CAN ONLY BE APPROVED IF SPACES ARE AVAILABLE AND THEY NEED TO BE CONFIRMED BY LISA OR JANSYL PRIOR TO ATTENDANCE. (You'll receive notification once your booking is approved/confirmed)**

#### **LATE BOOKINGS:**

When you make a booking less than 24 hours in advance, you will be charged \$5 extra (for regular and casual rate) as we may need to employ extra staff to comply with our ratios.

IF YOUR CHILD/REN ARE AWAY...Please advise us by email - if your child/ren will be away. We need to be notified in advance, so we do not delay our walking bus on the day by having to call parents or caregivers.

We do not offer refunds for absences, cancellations, or any changes to your booking.

#### **LATE COLLECTION:**

In case of unforeseen circumstances, meaning you will be late collecting your child/ren, please email Mi Casa ASC (we prefer email) or text/or ring (both: Lisa and Jansyl- as sometimes one of us could be on a day off):

Please note: If children are picked up late, a fee of \$1.00 per minute may be charged to your account.

**ONCE YOUR BOOKING IS CONFIRMED ON AIMY PLUS, IT CANNOT BE MODIFIED. ONLY MI CASA STAFF CAN ACCESS AND MODIFY BOOKINGS.**

***PLEASE ADVISE LISA AND JANSYL OF YOUR REQUEST (by email). If you are notifying us by text, please add both numbers (as one of us might be away or not able to receive text messages) and it's very important we both receive this notification.***

#### **SIGNING IN / OUT:**

Please use the Aimy Plus QR code displayed at the entrance of the premises to sign your child/ren in and out. This is done using a suitable QR code app reader (depending on the device). Please note you might need your Bluetooth on.

Also please note this QR Code is different to Covid 19 QR code app and will require a different QR Code reader app.

### **RATES AND FEES:**

Mi Casa ASC Limited reserves the right to change its fees and these terms and conditions from time to time by notice to you in writing or by email.  
If you decide to pay weekly...we invoice a week in advance, payment is due at the time of booking (or at the time of receiving your invoice)

### **OVERDUE INVOICES:**

Late payments will incur a late fee of \$2 per day (late fee will be applied automatically after 2 days of receiving your invoice) If payment has been ignored for more than 4 weeks, it may result in debt collection action.  
Mi Casa ASC also reserves the right to refuse to admit any child in the event of non-payment of fees.

**Mi Casa ASC Limited: Bank Account Number: Kiwibank 38-9020-0889012**

**Please use Child's last name and last 3 digits of the Invoice Number.**

If you are paying more than one invoice at once, we will require the last 3 digits of all invoices you are paying as a reference.

**NB: ALL Children must be collected by 6.00pm (We appreciate there may be issues with traffic or unforeseen circumstances, please notify us if this is the case).**

### **TOYS GAMES (Bringing home belongings to Mi Casa):**

We do our best to look after children's belongings (school bags/shoes/hats/clothes) but all care and no responsibility applies. Please name valuables for ease of identification.

We ask you not to bring toys or items from home as these cause issues with sharing and may get damaged or lost. We are happy to look after items such as chrome books, by locking these away safely until pick up.

### **HOLIDAY PROGRAMME:**

During the school holidays we provide afternoon tea. Please provide morning tea and lunch, and a drink bottle for your child. We offer two session times, Main Day from 8am till 3:30pm or School Day from 9am till 3pm. During the Holiday Programme you must sign your child in and out daily using our QR code. Fees vary from \$45 - \$60 per day.

### **POLICIES AND PROCEDURES:**

Please see Jansyl or Lisa if you wish to view our Policies and Procedures booklet. It contains detailed information on health and safety, making complaints, employment practice, etc. also note: this document is available on our website: [www.micasaasc.co.nz](http://www.micasaasc.co.nz) 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 using 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 or may even result in the termination of their enrolment. Mi Casa ASC 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 at Mi Casa ASC. We are not liable for any damage, loss, costs, or expenses you may suffer as a result of using any of our services.

#### **CYBER/SOCIAL MEDIA POLICY:**

Mi Casa is a non-device programme. We want to encourage creative, explorative, and physical play. We do have devices for Management purposes at the programme and ask that the children do not touch these for safety reasons. We have a specified Movie Day where we play content that is appropriate. Please note that if we need to look up an instructional video on making a craft, we may show the children whilst supervised by a staff member. There is a separate social media policy which parents can sign on enrolment to give permission to use photographs and videos of their child/ren.

#### **ABUSE:**

Mi Casa ASC have a detailed child protection policy, which includes the reporting of any suspected child abuse to Oranga Tamariki.

#### **COMPLAINTS:**

Mi Casa ASC has a complaints procedure. If you have any problems, please approach the supervisor. If this is not an option, you are able to contact the Director(s) on 022-027-2930 (Lisa Hohepa) or 027-217-2627 (Jansyl Andrews)

I understand that Mi Casa ASC 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 Mi Casa ASC 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 I am responsible for providing complete and accurate information and that Mi Casa ASC 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 Mi Casa ASC to ring emergency services for immediate care and I agree to pay or reimburse Mi Casa ASC for any medical fees and medication costs incurred.

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

#### ***I give permission for my child/ren to be taken on a daily excursion within the area:***

Little Shoal Bay or Onepoto (this will be done by walking school bus or transportation), local playgrounds, parks, native bush walks, local dairy etc.

We endeavour to provide a safe and nurturing service, which is fun, varied, and inclusive.

Please note: by confirming your booking, you agree to Mi Casa ASC Limited Terms and conditions.

***Have a great day,***

***Lisa Hohepa & Jansyl Andrews Directors Mi Casa ASC Limited***

***[www.micasaasc.co.nz](http://www.micasaasc.co.nz) Bookings: [mi-casa.aimyplus.com](http://mi-casa.aimyplus.com)***

***Lisa: 022-027-2930 Jansyl: 027-217-2627***