

Terms And Conditions

Last updated on March 2021

COVID 19 GUIDELINES:

- We support the wearing of masks during COVID Alert levels. As per OSCAR requirements, Mi Casa ASC Limited does not operate under alert Levels 3 & 4.
- For more information on Government updates please visit www.covid19.govt.nz
- If your child/ren are sick, please make sure they stay home.
- In the case that your child/ren show symptoms of cold or flu, we will call parents or guardian for immediate collection.
- Consistent hand washing will be in place.
- Please encourage children to sneeze and cough into their elbow.
- For contact tracing purposes a record will be kept in our system of all activities.
- We will follow social distancing during activities, and we will have a policy of one child at a time using the toilet facilities during higher Alert Levels.
- Signing in/out children (manually or by mobile App) is mandatory.

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: We do offer WIFI connection if required.

BOOKINGS AND PAYMENTS:

BOOKINGS:

Please note there are no refunds for absences, cancelled or changed bookings. ***ONCE YOUR BOOKING IS CONFIRMED, IT CANNOT BE MODIFIED,***

PLEASE ADVISE LISA AND JANSYL (by email) IF YOU WISH TO NOTIFY ABSENCE OR MAKE ADJUSTMENTS.

PAYMENT IS DUE IN ADVANCE OR AT THE TIME OF BOOKING – ON RECEIVING YOUR INVOICE.

ACCOUNTS NEED TO BE PAID IN FULL BY THE DUE DATE ON INVOICE.

NOTE: ALL INVOICES ARE GENERATED 1 WEEK IN ADVANCE

We now have an option to book and pay for the whole term. We still have our weekly payment options available. Please note your invoice must be paid immediately (on the day the invoice is received) as we invoice one week in advance. Any late payments will incur a daily late payment charge of \$2 per day.

IF YOU CHOOSE TO BOOK AND PAY FOR THE WHOLE TERM, YOU WILL RECEIVE A PROMPT PAYMENT DISCOUNT: (A FREE SESSION OF YOUR CHOICE PER CHILD - FOR AFTER SCHOOL CARE)

WE DO OFFER A CASUAL RATE IF PREFERRED.

RATES AND FEES

We have a Regular Rate of \$20 per child per session (minimum of 2 days each week for 5 consecutive weeks) ANY BOOKINGS MADE THAT ARE LESS THAN THIS WILL BE CHARGED AT OUR CASUAL RATE

Please note if you are making an extra booking above your existing one, it will be charged at a casual rate (\$25 per child per session) if this extra booking is for more than 5 consecutive weeks then you will be charged the regular rate (\$20 per child per session)

Our Casual Rate is \$25 per child per session.

Mi Casa ASC Limited reserves the right to change it's fees and these terms and conditions from time to time by notice to you in writing or by email.

If you require to make a late or last minute booking (on the day of) this can only be approved by Lisa or Jansyl and will be charged at a casual rate (\$25 per child/per session) due to having to employ an extra staff member for that day.

NOTE: ALL INVOICES ARE GENERATED 1 WEEK IN ADVANCE

Bank Account Number: Kiwibank 38-9020-0889012 Please use Childs 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.

CASUAL BOOKINGS CAN ONLY BE TAKEN IF THERE ARE SPACES AVAILABLE AND THEY WILL BE CONFIRMED BY LISA OR JANSYL PRIOR TO ATTENDANCE.

OVERDUE INVOICES:

Please note our invoices are sent a week in advance, and they are due **a week in advance** (or at the time of receiving the invoice) please note a late fee of \$2.00 **per day**, will be applied if your payment is overdue more than two days. 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.

Important: *Please advise Mi Casa by 2 pm on the day that your child is booked, if they are not attending. Please email Mi Casa ASC*

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

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 tex/or ring (both: Lisa and Jansyl- as sometimes one of us could be on a day off):

Email: micasaasc@gmail.com

Lisa: 022 027 2930

Jansyl: 027 217 2627

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

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.

TO START:

PLEASE UPDATE SAFETY FORM TO INCLUDE ALL AUTHORISED PEOPLE COLLECTING CHILDREN, THIS WAY THE NAME WILL SHOW IN OUR ATTENDANCE SYSTEM

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.**

You are more than welcome to come for a visit prior to your child starting. We recommend this, as you may have questions or concerns you wish to address.

At Mi Casa we understand the importance of transitioning your child into our programme from a long day at school. Our philosophy ensures the safety and well being of your child through a nurturing and caring approach (especially for new entrants) When your child has their first day at Mi Casa, we collect them from their classroom so they are not confused as to where to go. We will also let you know that they are settling in once we arrive to our programme and have had afternoon tea.

BEFORE SCHOOL:

At this stage we do not offer this service, however if you are interested in this, please let Jansyl or Elisa (the Directors) know for future possibilities.

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 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 to 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, rain coats (if it's raining) and a hat (if summer) before leaving the school grounds.

Afternoon Tea

We provide a variety of fresh fruit and vegetables, sandwiches, crackers and cheese, baking goodies (for treat days) and on cooking days we make pasta, pizza, pancakes etc

After School Activities

We have something different every day.. Of course everything we do at Mi Casa is optional.

Monday – Weather permitting Little Shoal Bay

Tuesday- Onepoto Basin (feeding ducks, bush walks and playground) arts crafts and games in the hall

Wednesday – Expressive and Hip Hop Dance
Thursday – Recycle and Create Craft Day
Friday – Movie and popcorn and Baking Day

Children's Toys/Games etc.

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. *For Main Day Sessions we provide breakfast between 7:30am and 8:00am.* Please **provide morning tea and lunch**, and a drink bottle for your child. We offer two session times, **Main Day from 7:30am till 6pm or School Day from 9am till 3pm.** During the Holiday Programme you must sign your child in and out daily using our QR code.

POLICIES AND PROCEDURES:

Please see the supervisor(s) 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 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. 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. From time to time we may play a friendly film for the children, but this is likely to be once a term, on a rainy day. 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. We may show appropriate child friendly programmes once every so often.

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, Onepoto on Tuesdays for ASC (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.

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