



After School Programmes Policy, Terms and Conditions

Enrolment

By enrolling your child in our Programmes, you and the Parnell Trust constitutes a binding agreement regarding the care of your child. Please read our policy, terms and conditions. By signing the Enrolment Contract we acknowledge that you have read and understood them, and agree to abide by them.

A separate Enrolment Contract is required for each child. All essential information must be provided, as stipulated on the Enrolment Contract.

Enrolment Contract must be accompanied by fees in advance for the first two weeks.

Any changes to the original Enrolment Contract must be made in writing using an Amendment to Enrolment Details Form, which is available at the office.

Statutory Days and Public Holidays that fall on a school day are classified as a normal school day and will be charged for if your child is enrolled on that weekday.

Two week's notice in writing is required before withdrawing your child from the programme. Failure to do so will incur the full fee for that one-week period.

Attendance/ Absence

Enrolled attendance

If your child is enrolled for the day, we expect him/her to attend the programme, and a fee will be charged for that day.

Absence

Refer to the Missing Child Policy on the back page.

If your child is unable to attend due to illness, you must notify Programme staff at the site before midday that day to ensure the safety of your child. For your convenience, there is a 24-hour answer phone service at each site. See back page for site phone numbers.

If your child is not able to attend for any other reason advance notice in writing is required. Refunds will only be made when 7 days Absence Notification has been given in writing and will attract an administration fee for each Credit. Each absence must be separately advised.

Casual attendance

Casual attendance attracts a higher fee than pre-enrolled attendance and is to be paid on the day of attendance.

Casual attendance can only be accepted with prior notification by the parent/caregiver of the child, and provided that the mandatory staffing ratios are met. Exceptional circumstances of urgency will be considered separately

Request for a casual place should be made by phone to the Administrator, 379 2095 x9724. Acceptance is not guaranteed unless you have received either verbal or written confirmation.

Fees and Payments

Our fee schedule details all charges and forms part of these terms and conditions.

Fees are charged based on enrolment, not attendance.

Fees are payable by due date which is the 15th of the current month of attendance. Statements are issued at the beginning of each month. Payment of fees is two weeks in advance and two weeks in arrears.

Credit is not available. Overdue accounts will be charged one late payment penalty if not paid by the due date and a second penalty if they remain outstanding at month end. The parent/caregiver will be liable to pay all expenses and costs (including legal costs as between solicitor and client) in connection with the Parnell Trust recovering or attempting to recover any overdue amount. Unpaid accounts may result in suspension from the programme.

Additional charges are made for late payment of fees, late pick up from the programme, and for a dishonoured item.

Refunds will only be made when 7 days Absence Notification has been given in writing, and will attract an administration fee for each Credit.

Cancellations and changes to enrolment details may also attract an administration fee, at the discretion of the Manager.

Any attendance that occurs outside pre-enrolled days is classified as Casual or Extra. These types of attendance are to be paid for on the day of attendance. No invoice will be sent. Payment is expected on the day.

Health and Safety

We adhere to the Parnell Trust Health and Safety Policy at all times, a copy of which is displayed at each site.

Access arrangements for your child must be detailed on the Enrolment Contract. Please inform the Manager of any safety or custody issues that may affect your child's well being and security.

Please detail any medical condition or allergies, or special dietary needs in the assigned place on the Enrolment Contract. Medicine will not be administered without a Medical Consent Form having first been completed by the parent/caregiver.

In the event of an accident, the parent/guardian signing the Enrolment Contract authorises programme staff to obtain medical assistance as may be deemed necessary. Should your child need to be transported from the site in an emergency situation, the Transport Policy will be adhered to by staff. A copy is available on site for your perusal.

Our Sun Safe policy requires you to provide your child with his or her own named hat and sunscreen.

CYF Guidelines are followed should an allegation or suspicion of child abuse occur.

Parent Responsibilities

Please be on time to pick up your child. A Late Pick up Fee will be charged for each 15 minutes (or part thereof) that your child and our staff are kept waiting after 6.00pm.

Parents or Caregivers are required to "sign out" with the programme staff before leaving with their child/children.

Missing Child Policy

If a child is unaccounted for by 3.30pm our Missing Child Policy is put into action and the Police are notified.

Only persons named as authorised to collect your child on the Enrolment Contract will be permitted to leave the site with the child/children.

Any deviation from the named authority to collect a child must be advised to programme staff.

The parent/guardian signing the Enrolment Contract approves of their child/children participating in all activities provided.

The parent/caregiver signing the Enrolment Contract gives permission for their child to be photographed by staff, any such photographs to be used only for Parnell Trust promotional purposes.

Please retain these Terms and Conditions for your reference. A copy of the completed and signed Enrolment Contract is available upon request.

Relationships and Behaviour Guidance Policy

All children will be supported and respected while attending the programme.

Behaviour management is exercised in a positive and firm manner. Programme staff are fully trained in the procedures of behaviour guidance policy.

A Complaints Procedure is on display at all sites. Parnell Trust undertakes to adhere to the Complaints Procedure.

Any questions regarding our Policies, Terms and Conditions must be addressed to the Manager, Programmes for Children.

Personal property

Staff can take no responsibility for loss or damage to children's personal property.

Site Locations from January 2010

ACG Parnell College: 027 474 9465

39 George Street
Newmarket

Epsom: 630 1194

Epsom Normal Primary School House
41 The Drive
Epsom

Newmarket: 520 3154

Newmarket Primary School Hall
6 Seccombes Road
Newmarket

Our Lady Of The Sacred Heart: 630 2839

Our Lady of the Sacred Heart Parish Hall
19 Banff Avenue
Epsom

Parnell: 379 0432

Parnell District School Hall
Gladstone Road
Parnell

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Initials