

Napier City Council - Napier Aquatic Centre Holiday Programme

TERMS AND CONDITIONS OF ENROLLMENT

Napier City Council offers a holiday programme at the Napier Aquatic Centre between the hours of 7:30 am and 3:30 pm on weekdays during the school holiday period for children aged between 5 and 12.

If you have enrolled a child/children in the programme these terms and conditions will apply to your child's participation in the programme. You will ensure that you and your child comply with these terms and conditions as applicable.

Definitions

Council means Napier City Council

Facility means Napier Aquatic Centre

Facility Manager means the manager of the Programme

Programme means the Napier Aquatic Centre Holiday Programme

Parent/Caregiver means parents, caregivers, and authorised persons.

Interpretation

Headings are for convenience only and shall not affect the construction of these terms and conditions

Words importing the singular include the plural and vice versa; and

References to "\$" and "dollars" are to New Zealand dollars.

Enrolments

The Programme uses Enrolmy Parent Portal for enrolments/bookings, or you can enrol directly with the Facility Manager at the Facility.

If you require assistance with making bookings, please contact the Facility Manager

Bookings are not confirmed until it has been verified and accepted.

You declare that all information provided is true and correct and will make the appropriate updates via Enrolmy.

General

Parents/Caregivers are responsible for checking the terms regularly to review any changes.

It is your responsibility to update personal information when necessary.

It is expected that all adults and children are respectful towards other users of the Napier Aquatic Centre, Council and Facility staff and the general public at all times.

You understand that staff will exercise due care, but accidents can happen, and you authorise any medical care urgently required.

You understand that the Programme activities may be altered due to weather or circumstances beyond Council's control.

You understand that by enrolling in the Programme you must abide by any rules and policies and procedures of the Napier Aquatic Centre.

Payment Terms

All Programme fees must be paid in full at the time of booking unless you are utilising the OSCAR subsidy. The Facility Manager may cancel a booking if payment is not received on, or before, the due date.

Please enquire with the Facility Manager for available forms of payment options.

OSCAR

All holiday programmes are OSCAR accredited by the Ministry of Social Development, which allows eligible families to utilise the OSCAR subsidy through WINZ.

It is the Parents/Caregiver's responsibility to ensure all OSCAR paperwork is completed and submitted to WINZ, prior to your children's attendance at the Programme. It is also the Parents/Caregivers responsibility to pay any portion of fees not covered by the WINZ subsidy.

Personal information supplied may be shared with Oranga Tamariki, the Ministry of Social Development, and Te Kāhui Kāhu.

Refer to <https://www.napieraquatic.co.nz/programmes/holiday-programme/holiday-programme-details> for further details

Late pick-ups

If you are going to be late (after 3:30pm or 5:30pm, depending on registration), please text the Facility to notify staff. If a child is not picked up within 15 minutes of the conclusion of the Programme, a \$5 late fee will be incurred. Anything after 15 minutes will incur a \$9 aftercare fee (total).

Care after holiday programme activities

Children must be collected by 3:30 pm if they are not registered for aftercare or extra fees will be charged. All children in aftercare must be collected by 5:30 pm. Late pick up fees will be incurred as above.

Children enrolled in aftercare need to bring extra food for the longer days activities.

Sign In and Pick ups

It is your responsibility as the Parent/Caregiver to sign your child/children in and out each day at the booked times and in the manner prescribed by the Facility.

If you have enrolled a child in the Programme you are required to provide clear instructions regarding who is authorised to collect your child. Where there are custody issues a copy of the court order must be supplied.

If requested by staff, Parent/Caregivers are to provide photo identification when signing out a child.

What happens if I want to cancel a booking

There are no refunds after the commencement of the Programme. (*Commencement of the Programme means the first day of the Programme regardless of your child's first day of attending*) This policy is in place due to our strict staffing ratios, programme planning, rostering and transport logistics.

Cancellations must be made 48 hours in advance of the commencement of the Programme via the Enrolmy account if possible or by texting the Facility manager on 0274137697. If sufficient notice is provided the fee will be refunded less an \$8 administration fee (per day) will be credited via the Enrolmy account.

Cancellations notified less than 48 hours in advance of the commencement of the Programme will be charged at the full booked daily rate.

What happens if my child is sick or absent?

Where a child is unable to attend the Programme, the Parent/Caregiver will notify the Facility by phone prior to the day booked or on the morning of the day booked by 8:30 am.

If parents have concerns that a child may be unwell, this information must be shared with Council staff on arrival.

Any unwell child will not be accepted on the Programme at the discretion of the Facility Manager. The Parent/Caregiver will be requested to take the child home.

To help prevent other children getting ill, please stay away from any Programme for at least 48 hours after any symptoms of a contagious illness.

You can notify the Facility Manger by text (0274137697) before the day booked or on the morning of day booked by 8:30 am if your child is going to be late or will not be attending.

If you do not advise the Facility Manager of your child's absence you may be charged an additional fee. Council is required to contact you immediately if your child does not arrive at the Programme. If contact cannot be made with you, the emergency contacts provided will be called. This is very time-consuming process and disrupts the normal operation of the Programme.

What is expected of my child attending the programme?

Children are expected to follow all instructions from Council/Facility staff in preparation for and taking part in Programme and visiting the Facility and any associated activities. Council may exclude children who continually behave in a manner which is disruptive or unsafe or refuse to follow instructions.

There will be zero-tolerance for teasing, bullying, offensive language, violence towards others or damage to property or equipment. Parents/Caregivers will be notified of any disruptive behaviour. If the behaviour is considered to be a risk to others, the child will be removed from the Programme, and you agree to pick up the child immediately. No refund will apply for any session that the child is excluded from and may be excluded from further attendance.

Children are to stay within the Facility premises at all times unless with Council Staff as part of the Programme.

What health and safety rules apply

You undertake the Programme at your own risk. Council and Facility Staff will do their best to ensure a safe, fun, and quality experience for your child. However, you acknowledge that neither Council nor anyone associated with the Council, will be liable for any injury or accident your child experiences while participating in the Programme or for any damage or loss to your personal belongings.

Transportation will be with Transit Coach lines. By accepting these terms & conditions you agree to the transportation methods by the programme provider. If your child requires a booster seat this must be provided by you.

The Programme will operate at the Facility with a ratio of 1-adult to every 10-children. For offsite trips and excursions, the rations are 1-adult for every 8-children.

Parents/caregivers must provide adequate food and a water bottle for their child. Children will not be permitted to leave the Programme to buy food during the day.

Appropriate footwear and clothing suitable for the weather on the day are to be worn.

Only suitable movies rated G or PG (Parent/Caregiver guidance recommended) may be shown to children. All PG movies will be previewed and approved by a staff member.

Council is not responsible for the safety of children or participants on their way or home from the Programme.

Council staff will take all reasonable steps to ensure the health and safety of children while they participate in all Napier City Council Holiday programmes. Staff will manage all injuries in accordance with Councils Policies and Procedures.

In conjunction with the Council, the Parent/Caregiver shall take reasonably practicable steps to ensure the risks to health and safety of people are eliminated, or if not possible, minimised as required by the Health and Safety at Work Act 2015. The Council will communicate any hazards and risks known to be associated with the Facility prior to the Programme commencing.

Children are required to wear or bring sunscreen and a hat every day to wear outside (During the Term 3 and Christmas breaks). Staff will make sunscreen available to children before every outing. Assistance with providing and applying will be in accordance with our self-care policy. If your child has an allergy to sunscreen, you must provide your own to be applied to your child.

Council staff will ensure that all children are provided with a health and safety briefing at the commencement of the Programme.

All children must comply with any notice or direction given by Council staff relating to the control, safe use, security, and protection of the Facility.

Parent/caregivers must ensure that any medical conditions or allergies are disclosed on Enrolmy, and that adequate arrangements are in place to manage these.

Any child with an infectious/contagious sickness such as diarrhoea or vomiting is required to stay home until 48 hours after symptoms settle.

Any child that displays signs of illness during the programme will be isolated and parents/caregivers called to collect them immediately.

All Council sites are vape and smoke free areas.

Emergencies

In case of an emergency at the Facility or venue your child is attending, staff will follow specific policy and procedures guidelines. These are available upon request.

To ensure we staff members can contact a Parent/Caregiver please provide one main contact and two additional emergency contacts in Enrolmy and updated this regularly if required.

The Facility Staff are trained to deal with emergencies and natural disasters. In the event of a Civil Emergency, Facility Staff will remain with the children until such time as they are cleared or evacuated by authorised personnel, and the children have been returned to their Parent/Caregiver.

Medication

To dispense medicine to a child the medicine must be directly supplied by the Parent/Guardian and handed to Council staff upon arrival. It must have the correct child's name on it.

The Parent/Caregiver must complete a medical consent form provided by the facility, giving permission for Council staff to dispense medicine to the child.

In the instance a participant has an inhaler the Parent/Caregiver can choose to have the participant or supervisor responsible for the inhaler.

What happens if something gets damaged?

We take due care with children's belongings but accept no responsibility for lost or misplaced items. The Facility staff will not be liable and will not accept liability for any loss or damage arising (by way of accident, injury, theft or otherwise) suffered by any person resulting from visiting the Facility, or otherwise participating in any Programme or activity at the Facility.

Please ensure all electronic devices and valuables stay in your child's bag.

General

Toys should be left at home unless a request has been made for particular items to be brought along.

Mobile phones should be left at home unless a request has been made for a mobile to be brought along. All contact is to be made with the centre and not personally to a child's mobile phone

Copies of policies & procedures will be available at all venues for parents to view.

Council and the Facility Manager reserve the right to vary these terms and conditions or to impose further conditions at any time.

You acknowledge that Napier City Council may review and increase fees through review of the Annual Plan or Long-Term Plan.

Images and Video Consent

Images & Video taken of participants during Napier Aquatic Centre programmes may be used for future promotion and social media if consent is given on registration

By accepting the Terms and Agreements, and ticking yes to the photo consent, you give the Napier Aquatic Centre permission to use photos of the person details above to be used

- On the Napier Aquatic Centres Webpage and social media
- On future Napier Aquatic Centre Holiday Program brochures or posters
- We will not name your child in photo
- Photos may be used by the Napier Aquatic Centre for full use, for promotional materials in both print and electronic media including websites, social media, and brochures.

Any images will be stored and used in accordance with the Privacy Act 2020. Respecting your Privacy

The personal details you provided in section 1 are confidential and will be stored securely by the Napier Aquatic Centre

You have the right to request in writing, that the Napier Aquatic Centre discard or stop the use of photos of your child.

Privacy Statement

Personal information collected in the enrolment will be used for the administration of the Programme. All information will be held Facility and NCC. You have the right under the Privacy Act 2020 to obtain access to and request correction of any personal information held.

Personal information supplied may be shared with Oranga Tamariki, the Ministry of Social Development, and Te Kāhui Kāhu.

For further information see [NCC's Privacy Statement](#)