



SHINE KIDS NELSON - UPDATED TERMS AND CONDITIONS OF ENROLMENT

1. GENERAL ENROLMENT CONDITIONS

All bookings must be completed online through Enrolmy. Verbal bookings will not be accepted.

Upon booking, you will receive an email confirmation outlining your selected dates.

If safety information is missing, a Safety Form Notification will be sent to your email. Your booking may be waitlisted until this is completed. We cannot hold or guarantee your child's place if this remains incomplete.

Bookings can be made up until 12pm on the day. For last-minute/emergency bookings, contact your site directly before 2pm.

All contact detail updates must be made via your Enrolmy profile. This ensures we have accurate, up-to-date information in case of emergencies.

Note: Booking confirmations and enrolment approvals are at the sole discretion of Shine Kids Nelson Ltd.

A stand-down period or exclusion from the programme is at the sole discretion of Shine Kids Nelson Ltd.

Shine Kids Nelson staff may contact school staff confidentially to discuss your child's needs. You may be notified if this occurs.

It is the caregiver's responsibility to keep all information (contact, medical, emergency, allergies) up to date.

2. TERM-TIME ENROLMENTS

Regular Bookings

A regular booking is defined as a consistent, repeating pattern for at least three weeks. These are made per term.

Public holidays are charged if they fall within your booked pattern.

For shared care or shiftwork, please make a standard regular booking and then email your situation to shinekidsnelson@gmail.com so we can adjust accordingly.

Cancellations/Changes

To cancel a regular booking entirely or change any recurring day (e.g. all Mondays), written notice of at least two weeks (10 working days) must be provided by email to: shinekidsnelson@gmail.com.

Messages left with programme staff or at venues are not accepted.

The two-week notice period starts from the date the email is received by the admin office.

If the child stops attending without notice, or if Shine staff must follow up, full charges will apply for two weeks and a \$10 follow-up fee may be added.

Note: Individual days within a regular pattern cannot be cancelled. Absences such

as holidays, school camps, illness, Teacher Only Days, half days, or any other days where school does not operate as usual will still be charged.

Casual Bookings

These are bookings made for random dates throughout the term and are subject to availability.

Cancellations must be received at least 24 hours prior to the booked session by emailing: shinekidsnelson@gmail.com.

Programme staff cannot manage booking changes or pass on messages—only written notice to the admin email is accepted.

Transport Permission

At the time of enrolment, caregivers provide permission for their child to be transported by Shine Kids staff as part of term-time programme activities. This includes travel for planned excursions, offsite activities, or emergency evacuations.

All Shine Kids drivers are fully licensed.

3. ABSENCES & ATTENDANCE

All absences must be reported before the programme begins to:

The site phone or

Email: shinekidsnelson@gmail.com with “ABSENT NOTICE” in the subject line.

Confirmation of receipt is required.

If a child has not arrived by 3:20pm, follow-up calls begin and a \$10 follow-up fee applies.

Session swaps or rescheduling days are not permitted. Extra days may be added based on availability.

Full fees will apply for school closures due to unforeseeable events (e.g., pandemics, Acts of God).

Contacting Guardians in Absence or Collection Situations

Shine Kids reserves the right to contact either of the legal guardians or primary carers listed on a child’s enrolment when a child does not arrive or leaves unexpectedly. The “booking parent” does not hold greater authority over another listed guardian unless Shine has received prior written instruction or valid Court Orders restricting that guardian’s access.

Where one guardian has requested to be the first point of contact, Shine will make reasonable efforts to contact them first. However, if that guardian cannot be reached promptly, Shine will contact the other listed guardian. Once an authorised guardian has confirmed the child’s safety and whereabouts, Shine’s duty of follow-up is considered complete. No further calls will be made to other guardians.

Shine staff will not mediate between parents/guardians. Our sole responsibility is to confirm the immediate safety of the child.

4. SPECIAL DAYS (TEACHER ONLY DAYS, EARLY FINISHES, LATE STARTS)

Shine Kids may offer care for special school calendar days such as Teacher Only Days, early finishes, or late starts. However, care on these days is not guaranteed and is dependent on operational capacity, including staffing, venue availability, and minimum enrolment numbers.

If Shine Kids is able to operate a programme on these days, advance notice will be provided, and bookings will be accepted subject to availability.

Bookings for these sessions are considered separate from standard after school care and must be made via Enrolmy.

Cancellations must be received in writing with a minimum of 48 hours' notice to avoid being charged. Cancellations made after this period will be charged in full. If a Teacher Only Day or similar event falls on a day where your child has a regular/recurring booking, fees will still apply regardless of attendance, unless otherwise advised in writing by Shine Kids.

If your child is expected to attend a regular session on a special day (e.g., 3:00–4:00pm or 3:00–6:00pm), this must be confirmed in advance by email to ensure we are prepared and adequately staffed.

5. HOLIDAY PROGRAMME ENROLMENTS

Report absences directly to your site or via shinekidsnelson@gmail.com.

Full fees apply for all absences, regardless of reason (sick, holiday, shy child, playdate, etc.).

Non-WINZ clients: Changes or cancellations can be made via Enrolmy until 5pm Friday one week before the programme begins.

WINZ clients: No changes can be made after your subsidy has been submitted.

No cancellations for any reason will be accepted after the cut-off date.

No session swaps; extra days can be added if space is available.

Change of Plans / Event Cancellations

In the event that a planned activity, trip, or special event cannot go ahead due to unforeseen circumstances (such as weather, transport issues, venue closure, or other factors beyond our control), Shine Kids will provide a fun and engaging alternative onsite programme.

Please note: No refunds will be issued for the day booked in these situations. However, if an additional event or transport fee was charged specifically for the cancelled activity, this amount will be credited to your account for future use.

Transport Permission (New addition)

By enrolling their child in the holiday programme, caregivers provide permission for Shine Kids staff to transport their child during holiday programme activities.

This includes travel for excursions, offsite events, or emergency evacuations.

All Shine Kids drivers are fully licensed.

6. SIGNING IN & OUT

Caregivers must sign children in/out via the Enrolmy app on the programme tablet.

If not signed correctly, staff will sign on your behalf, and fees will be adjusted to the observed time.

Late pickups/early drop-offs incur \$2 per minute.

7. COLLECTION PROCEDURES

Only authorised persons may collect your child. Add them in Enrolmy.

If an unauthorised person arrives, we will contact the listed guardians first.

All programmes close at 6:00pm. A \$2 per minute late fee applies beyond this time.

Parents/caregivers may complete an **Independent Arrival or Departure Form** if they wish their child to be signed in or out by Shine Kids staff without being physically accompanied by an authorised adult. These forms must be completed in-venue.

Shine Kids accepts **no liability** for a child's safety if they do not arrive on site as expected, or for their whereabouts once released from our care under this arrangement.

Contacting Guardians in Absence or Collection Situations

Shine Kids reserves the right to contact either of the legal guardians or primary carers listed on a child's enrolment when a child does not arrive or leaves unexpectedly. The "booking parent" does not hold greater authority over another listed guardian unless Shine has received prior written instruction or valid Court Orders restricting that guardian's access.

Where one guardian has requested to be the first point of contact, Shine will make reasonable efforts to contact them first. However, if that guardian cannot be reached promptly, Shine will contact the other listed guardian. Once an authorised guardian has confirmed the child's safety and whereabouts, Shine's duty of follow-up is considered complete. No further calls will be made to other guardians.

Shine staff will not mediate between parents/guardians. Our sole responsibility is to confirm the immediate safety of the child.

8. PROPERTY & BELONGINGS

Intentional damage to programme or venue property caused by a child will be charged to the parent/caregiver.

No personal electronic devices are permitted at Shine Kids. While Shine Kids staff will do their best to keep belongings such as clothing, bags, and other items safe, we cannot take responsibility for lost property. We recommend that all items be clearly named. Shine Kids is not responsible for any lost or damaged personal belongings, including toys, scooters, or other items children bring.

9. HEALTH & SAFETY

Minor incidents are handled on-site by certified first-aiders.
Serious incidents will follow Shine Kids policies and emergency procedures.

Staff may:

Apply sunscreen unless notified otherwise

Administer prescribed medication (with consent form)

In an emergency, we may call an ambulance or seek medical care. All associated costs are your responsibility.

10. OFFSITE EXCURSIONS & TRANSPORT

By enrolling their child in Shine Kids Nelson programmes, caregivers provide permission for their child to be transported by Shine Kids staff during both term-time and holiday programmes. This includes:

Planned excursions and offsite activities,
Emergency evacuations, and
Any other programme-related transport.

All transport will be conducted using chartered/company vehicles or other approved methods. All Shine Kids drivers are fully licensed. Trips may change due to weather, logistics, or unforeseen circumstances. In such cases, Shine Kids will provide an alternative onsite programme.

Caregivers will be informed of planned excursions in advance. No refunds will be issued for cancellations due to unforeseen changes; however, if an additional fee was charged specifically for a cancelled activity, this amount will be credited to the caregiver's account for future use.

11. PHOTOGRAPHY & CHILD WORK

Photographs and children's work may be used for promotional or training purposes unless you opt out during enrolment.

12. FEES & PAYMENTS

Fees are charged as advertised but may change with notice.

Full fees apply to all absences (including sickness, change of plans, etc.).

Public holidays are charged if the day was part of your booking pattern.

\$10 admin fee is charged if a child arrives without enrolment.

Late pick-ups/early arrivals are charged at \$2 per minute.

Invoices & Payments

Invoices are emailed weekly during the term in arrears, and during the holidays, weekly in advance.

Payments due before the start of the invoiced period.

Statements are sent fortnightly. View invoices via your Enrolmy account.

Direct Credit (preferred): Shine Kids Nelson 06-0705-0621798-00 (Use your Parent ID, Child's Name, and Invoice Number as the reference.)

Enrolmy/Ezidebit payments incur admin fees.

Late/Unpaid Accounts

Interest of 10% per month applies to overdue invoices.

If payment is dishonoured, all bank fees apply.

After 30 days, a \$20 or 10% (whichever is greater) admin fee applies.

Your child may be removed from the programme until fees are paid.

Debt collection fees will be added to the outstanding balance.

Note: Shine Kids does not issue refunds. Account credits can be used for future bookings.

13. WINZ SUBSIDIES

Email scanned forms to shinekidsnelson@gmail.com. We can scan forms for you.

We are not responsible for incomplete WINZ claims. Payment responsibility remains with the parent/caregiver.

Once a holiday subsidy form has been submitted, no changes can be made to the booking.

14. PRIVACY & CONFIDENTIALITY

All personal information is managed in accordance with the Privacy Act 2020.

You may request access to and correction of your personal information.

Information is used solely for programme operation and may be reviewed by the Ministry of Social Development.

15. POLICIES & PROCEDURES

Full policies (including complaints, health & safety, staff conduct) are available on request.

All families agree to abide by the Shine Kids Policy and Procedures.

16. ENROLMENT OF CHILDREN WITH ADDITIONAL NEEDS

At Shine Kids Nelson, we are committed to fostering an inclusive and supportive environment. However, enrolment is not guaranteed for children with additional needs and will be assessed on a case-by-case basis. Our ability to support children requiring extra behavioral, medical, or academic assistance depends on the information provided, staffing capacity, and the resources available.

Assessment & Acceptance Criteria

Enrolment may be declined if the programme cannot meet a child's needs safely and appropriately.

All support requirements must be disclosed in full during enrolment. These include, but are not limited to:

Medication (dosage, emergency contacts, administration instructions).

Allergies or dietary restrictions.

Behavioral needs, triggers, and successful coping strategies.

One-on-one support required at school.

If a child requires one-on-one support at Shine Kids, the caregiver must provide the support staff, who must:

Be police vetted and approved through Shine Kids' staff recruitment process.

Be employed and supervised by the caregiver at all times.

Be responsible for maintaining appropriate behaviour and supporting Shine Kids staff.

Trial Periods

Where appropriate, a trial period may be offered. During this period:

All requirements above apply.

The caregiver remains responsible for their support staff.

Limitations on Support

Shine Kids is not staffed or equipped to manage toileting or hygiene needs beyond what is typical for a child of the same age.

We do not provide facilities or staffing for tasks such as changing soiled clothes or nappies.

If staff are required to assist with toileting or changing due to soiling beyond reasonable expectations, a "Support for Hygiene Care" fee of \$25 per incident will be charged to the caregiver.

Consent & Communication

Written consent is required for Shine Kids to:

Receive and manage sensitive information related to your child's care.

Take appropriate actions in relation to your child's safety and wellbeing, including contacting medical professionals where necessary.

Shine Kids reserves the right to withdraw enrolment if a child's needs cannot be met, or if required information is withheld.

Important: This policy is not designed to exclude children with additional needs. It exists to ensure that all children at Shine Kids – including those with extra support requirements – can participate safely, with the dignity and care they deserve.

17. BEHAVIOUR AND CONDUCT POLICY

Shine Kids is committed to providing a safe, inclusive, and respectful environment for all children and staff. By enrolling, caregivers acknowledge and accept that the following behaviours are unacceptable and may result in immediate suspension or termination of enrolment.

Unacceptable behaviours include, but are not limited to:

Physical Bullying

Hitting, kicking, pushing, tripping, or any unwanted physical contact.

Damaging or attempting to damage another child's belongings.

Verbal and Emotional Bullying

Name-calling, mocking, threatening, or spreading rumours.

Excluding others on purpose or manipulating friendships.

Behaviour intended to cause fear, intimidation, or emotional distress.

Sexualised Behaviour

Use of sexual words, gestures, or jokes.

Inappropriate touching or invading another child's personal space.

Exposing others to sexual content or conversations.

Deceptive Behaviour and Dishonesty

Lying to staff in a way that creates risk, distress, or unsafe situations.

Manipulating situations to blame others unfairly.

Concealing or covering up unsafe behaviour.

Theft and Property Misuse

Stealing or attempting to steal from Shine Kids, staff, or other children.

Taking, hiding, or using items without permission.

Misusing programme equipment in a way that causes damage or risk.

Digital or Cyber Misuse (if devices are present)

Using devices to send harmful, offensive, or inappropriate messages.

Taking photos or videos of others without consent.

Sharing unsafe or offensive material.

Important:

All reports of bullying or concerning behaviour will be investigated.

Shine Kids reserves the right to take action it deems necessary to protect the safety and well-being of children and staff, including immediate withdrawal of enrolment.

18. AMENDMENTS TO TERMS

Shine Kids reserves the right to amend these Terms & Conditions with a minimum of 2 weeks' notice, communicated via email.