

Terms of Trade (Fees and Policies)

Effective from 28/02/2022

The following is our fee schedule which includes nutritiously balanced cooked meals, morning and afternoon tea – consisting of lots of fresh fruit and vegetables twice a day, fresh baking and a late snack. All meals are cooked and freshly prepared with love and care on site by our Centre Cook.

Under 3 Years

	Sessional (8:30am – 12:30pm incl lunch) Limited Space.	7-hour day (8:30am – 3:30pm)	Full Day (7:30 am – 6:00 pm)
5	\$185	\$252	\$299
4	\$154	\$202	\$286
3	\$119	\$155	\$220
2	Not recommended for 2 and under	\$105	\$150

Over 3 Years (with 20 ECE hours)

	Sessional (8am-12pm) or (1pm-5pm)	7-hour day (8:30am – 3:30pm)	Full Day (7:30 am – 6:00 pm)
5 Days	20 hrs ECE	\$170	\$199
4 Days	20 hrs ECE	\$140	\$190
3 Days	If available	\$106	\$146
2 Days	If available	\$72	\$100



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At Reach for the Stars (RFTS) it is important to us our parents have a clear understanding of the requirements around fee payment during the time their child/ren are enrolled with us.

On Enrolment

- We require one week's fees in advance. This is non-refundable if you cancel your child's place before your child's starting date.
- If this payment is not received RFTS reserves the right to offer this place to another child.
- We have a minimum booking of 2 days per week for Over 3's – space permitting.
- We have limited 4-hour sessions available for Over 3's – please speak to our Centre Manager.

Fee Payment

- Fees are payable 52 weeks of the year.
- All fees must be paid and maintained a minimum of a week in advance.
- A week's fees to be paid on enrolment – this becomes your first week's fees once your child starts. Should your child not start for any reason – this fee is retained by RFTS – it is NON-REFUNDABLE.
- There are no admin fees charged.
- Normal fees are charged, and payment is required for all Statutory Days.
- Invoices/Statements are created and sent on a Saturday for the week just gone eg on a Saturday 11th December, you will be invoiced for the week 4th – 10th December.
- Please set up weekly Automatic Payment (AP) so the fees are received before the end of day Friday. Once your child/ren start at RFTS your first week's fees are due by Friday of your child/ren's first week and before every consecutive Friday thereafter. This will ensure your child's fee account is maintained a week in advance.

Account Name: Reach for the Stars Early Learning Centre Ltd,

Account Number: 12-3489-0022988-00.

Reference: Please put your **child's name** and **Code** (on Invoice - usually 2 letters and 2 numbers – this will be given to you once your child has been enrolled and entered into our SMS (Student Management System)

- We have an EFTPOS machine for your convenience. However, we do NOT accept Credit Cards or CASH.
- If paying weekly will cause you difficulty please talk to our Centre Manager to enable an alternate payment plan to be worked out, that will ensure the fee payment is maintained a minimum of a week in advance.

Late Payment of Fees Penalty

Late payment of fees will incur a 10% penalty if fees are overdue for more than 2 weeks and a prior arrangement has not been made. This penalty will be added to the overdue amount and any collection costs will be charged to your account.

In addition, failure to keep fees up to date may result in a child's enrolment being forfeited and the debt being passed onto a debt collection agency. All costs incurred in the recovery of overdue funds including but not limited to debt recovery charges and legal fees may be added to the balance of your account.

Late Pick Up Fee – Early Drop Off Fee

Our rosters are worked out according to children's booked hours. If you drop your child earlier than their booked hours – this will affect our teacher to child ratio's – while we realise that sometimes things occur that are out of your control and we can work with that if you are aware you need to have a change of time for short time please let us know in advance by calling 09 476 3950 so we can ensure our ratio's are maintained,

This works the same for late pick-ups within our opening hours – often a teacher will need to work longer hours to cover. If the pickup is after 6.00pm there will a \$10.00 per 5-minute charge. This requires 2 teachers to remain behind and also puts us in breach of Ministry of Education regulations and breaches our Operating License. Please ensure you ring us immediately you know you may be late.

20 HOURS ECE SUBSIDY

The Ministry of Education provides all children aged 3 years plus enrolled in an ECE service a funding subsidy of up to 20 hours per week. This is not based on household income. This subsidy is provided under the following conditions:

- A 20 hours ECE Attestation form must be signed prior to your child's 3rd birthday. This form confirms your attendance with us and that you are not attending another early childhood centre at the same time as you have applied for funding at Reach for the Stars.
- We have a limited number of 4 hour sessions available – please speak to our Centre Manager about these. Should there be availability your child must attend for the full 4 hours to be eligible for the subsidy.
- The maximum subsidy hours available per day are 6, up to a maximum of 20 hours per week.

FEES ADDITIONAL to "20 HOURS ECE"

ECE services are unable to charge fees for the 20 Hours ECE, however, they are able to charge for your child's other enrolled hours outside the six hours. Our fees are based on a daily rate basis to ensure these additional fees can be charged to maintain very high quality early childhood education and care.

These additional charges cover specific features above the regulated services funded by the government. These include higher adult to child ratios (additional staff), food, and superior resources to name a few.

When enrolling at Reach for the Stars Early Learning Centre you are committing to pay these charges outside the 20 hours scheme, as we will continue to deliver a high-quality service to families. Opting in to 20 hours is totally up to the individual family if they want the additional Government subsidy.

Please note the 20-hour ECE subsidy ceases after 3 weeks of continuous absence and full fees will be payable. For the 4th week of absence and beyond, full fees will be applicable.

Enrolment in Advance

Any enrolment in advance of attendance requires a payment of one week's fees to secure your child's enrolment. The payment will constitute a payment of your child's first week of fees upon your child commencing at the Centre. This payment is NON-REFUNDABLE should you decide to withdraw your enrolment prior to the commencement date.

Sibling Discount

If more than one child of the same family account attends our Centre full time, the older child will be given 10% discount. Discounts are allowed at the discretion of the Centre and may be withdrawn at anytime. Discounts will be withdrawn for accounts not paid in accordance with our Fee Policy.

WINZ Childcare Subsidies

- WINZ Subsidies are available, you can contact WINZ directly www.workandincome.govt.nz, or ask our Centre Manager for an application form.
- You will be responsible for the full fee amount until your subsidy is approved by WINZ, and then any difference remaining above the subsidy being granted.
- In the event of your child not attending for the hours you have enrolled for and subsequently WINZ not paying for these hours, you will be required to pay the fees incurred for the hours not attended.

Attendance

- Please call – 09 476 3950 or email – albanychildcare@reachforthestars.co.nz if your child is absent due to illness and will be late.
- If your child is going to go on holiday, please ensure you fill out the leave form (Centre Manager has this in the office) and give us a minimum of 2 weeks' notice.
- Sign In and Sign Out – you must sign your child in and out upon arrival and departure. This is required by the Ministry of Education to verify attendance and is also used in the event of an emergency to ensure all children are accounted for.

Collection of Children

Children may only leave the Centre with:

- Adults listed on the enrolment form, or;
- With an adult whose name and relationship to the child has been made known to the Centre by the parents, prior to picking up the child

If we have not been able to contact, you or your emergency contact and you have not contacted us within one hour of closure of the Centre we reserve the right to contact the local police.

Holiday Discount

We offer a holiday discount of 3 weeks per year at 50% fees. This applies to full weekly bookings. For children enrolled less than a full week, the discount will be applied pro-rata i.e., a child enrolled for 3 days a week will receive 9 days discounted rate in a calendar year.

The 50% holiday discount is only applicable:

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- if fee payments are kept within the payment terms.
- if we receive a minimum of two weeks written notice.
- if the holiday is a full week or more of attendance – e.g., if your child attends 5 days, then multiples of 5, if attending 3 days then multiples of 3.

The correct form must be filled out and signed a minimum of two weeks prior to the holiday starting.

Statutory Holidays, Sickness and illness

Full fees are applicable for any statutory holiday, illness or absence if they fall on a day your child would normally attend the Centre.

Withdrawal and Enrolment Change Notice

We require **two weeks' notice in writing/email** if you wish to withdraw your child or reduce your child's enrolled hours/days at Reach for the Stars ELC. This will allow us to plan for our teacher rosters and offer the space to other families in need.

Failure to give a notice period will result in you being liable for all charges to the date notice is given in addition to the two week notice period.

All fees owing must be paid prior to the child's last day.

Centre Rules and Policies and Conditions of Enrolment

The terms and conditions contained herein are not exhaustive. Detailed terms and conditions are contained in published Centre Policy documents, rules, notices etc.

The Centre reserves the right to add, amend, clarify, or delete terms, conditions, or policies by issuing newsletters, notices or posting notification on the Centre noticeboards or the website.

Fee Review

The fee schedule will be reviewed annually at the end of each year. Any increases would take effect at the beginning of February the following year. We aim to give at least 6 weeks' notice to all families should there be any fee increases.

Privacy Act

The information requested in the Enrolment application form is needed by the Centre to comply with the statutory requirements and to enable centre staff to contact you or to ensure the appropriate care and education of your child. We are obliged by regulation to keep these records for at least seven years. If it is necessary to refer your account to a debt collection agency, information supplied by you will be made available in pursuit of collection of all amounts outstanding.

Please read these terms and conditions carefully and discuss anything that is not clear with us. It is important that you understand these terms and conditions, together with the Enrolment Form and Centre information as they set out the provision of early childhood care by Reach for the Stars Early Learning Centre and enable us to provide high quality childcare for your child.



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Parent/Guardian/Caregiver

Name: _____

Signature: _____

Date: _____

Parent/Guardian/Caregiver

Name: _____

Signature: _____

Date: _____