



Programme Cancellations

Waimarino reserves the right to change the programme on the day for any reason (usually for weather or safety reasons) without any prior notification to parents, and a refund will not be issued. We will put on an alternative age appropriate programme for your child in this instance.

Holiday Programme Attendance

Drop off details for the start of each daily programme

- Children must be signed in every day by an authorised parent/caregiver
- You will not be able to sign your child in prior to 8.00am as the top gate will be shut
- If you are using one of our free bus services, you must be at the Otumoetai stop before 8.05am, or the Tauranga stop before 8.20am; otherwise you will miss the bus
- If we are leaving Waimarino for the day, the bus will leave at 9.00am (unless specified).
- We will not wait or phone for late children. It is your responsibility to ensure your child is at Waimarino before 9am each day.

Pick-up details for the end of each daily programme

- Children must be signed out every day by an authorised parent/caregiver
- If you are using one of our bus services, you must be at the Tauranga stop before 5.10pm and the Otumoetai stop before 5.25pm. If you are late for the Tauranga collection at 5.10pm, the bus may leave to drop off the children at Otumoetai, so you will need to meet the bus there. If a child is not collected at the by 6pm the following procedure is followed:

Two staff members remain with the child

Calls are first made to parents/caregivers or emergency contact

If no contact with the parents/caregivers is made within one hour of the programme closing the child will be supervised until a suitable caregiver is located (i.e. NZ Police)

A late pick-up fee of \$10 may apply to children not collected by 6.00pm and then a further \$10 per 10 minutes thereafter (or part thereof); unless previously organised and agreed upon by the Oscar Manager or Managing Director

Parents / caregivers must inform the Oscar Manager if their child is to be collected by a person not authorised in the child's AimiPlus profile. Staff will not release a child to a person who is not authorised in AimiPlus until the parent / caregiver has been contacted. We must sight a driver's license or other form of official identification to verify the identity of the person collecting the child.

- Our bus services cost \$2.00 per day, per child (this is non-refundable)



Absence / Cancellation Policy

- Please report all absences before 9am by phoning Waimarino on 07 576 4233
- Please report any cancellations before the programme enrolment cut-off date
- NO REFUNDS will be issued once the programme has started and enrolment has been accepted. We roster our fantastic Waimarino staff so that we have the correct staff /child ratios for our programme so unfortunately no refunds will be given if you cancel your booking, or your child is sick, unless you can provide a medical certificate.

Holiday Programme Fee Structure & Invoicing

Adventure Club \$49.00 (per day)

Waimarino Park Days* \$47.00 (per day)

*not offered during the winter holiday programme

There may also be extra charges for some daily programmes – these will be advertised in the Holiday Programme Brochure and on our website: www.waimarinotrust.co.nz

- Once we receive your holiday programme booking via AimyPlus, we will check the details then confirm the booking; all bookings remain 'pending' until we have confirmed them. Once confirmed an invoice will be generated and emailed to you. We will call you if it is your first booking, or if we have any questions regarding your booking, children, or registration details.
- We will only accept your child on their first day if your account has been paid, or you pay in the morning. For our WINZ clients, you must pay your deposit. Failure to do so may result in us asking you to take your child home.
- A \$15.00 administration fee will be charged for any changes or cancellations once your enrolment has been accepted
- NO REFUNDS will be issued once the programme has started and enrolment has been accepted; unless a medical certificate can be provided for sickness