

Terms & Conditions

Activities during the Programme: The programme is designed to be fun and have something that appeals to all children. Around the main activities there are also organised sports and games, crafts, quiet time and free play.

Venue: Both holiday programmes operate from the same venue, however the programmes run separately with each age group assigned their own supervisors, leaders, activities and trips. Some activities are appropriate for both age groups. Overtime is mixed age-groups. At short notice we may need to change the venue, but we will endeavor to provide as much advanced notice as possible. The programme is secular and has no religious content.

Signing In: It is the caregivers responsibility to ensure the child arrives at the programme safely and is signed in with the supervisor. Children will not be accepted onto the Holiday Programme until their booked time. If a child arrives before their booked arrival time additional charges will be made. If a child does not arrive and we have not received a phone call we will phone you to check the whereabouts of the child.

Signing Out: Children not booked on PM overtime must be signed out by an authorised person before 4.30pm. If your child has your permission to make their own way home please indicate on the enrollment form, otherwise your child will not be permitted to leave. If you are late picking up your child you will be charged an overtime rate for the day.

Sickness: No credits or refund will be given where a session is missed unless H2O Xtream Holiday Programme has been contacted in writing and advised of a child's absence a minimum of 12 hours notice before the session commences. Notice must be given prior to 6pm the night before.

Email: h2oholidays@uhcc.govt.nz

Credits/Refunds: No credits or refund will be given where a session is missed unless H2O Xtream Holiday Programme has been contacted in writing and advised of a child's absence a minimum of 12 hours before the session commences.

Email: h2oholidays@uhcc.govt.nz

Medical Conditions & Medication: It is important we know if your child has any medical conditions or is on medication. Please indicate anything that may assist us on the booking form and do discuss with the supervisor at the start of the programme, especially if medication is to be taken during programme hours. All medication the child takes (including paracetamol and inhalers) must be considered as part of this requirement.

Accident/Injury: In the event of a serious accident or injury, we will contact the parents/caregiver and/or emergency contact immediately. Please supply the best contact numbers, including your cellphone and work phone.

Behavior Policy: To ensure all children have fun and are safe, we have policies for dealing with misbehavior and we reserve the right to remove any child from the programme.

Valuables: We do not accept any responsibility for the loss or damage of mobile phones, tablets etc. and we encourage you to keep these at home. Use of mobile phones/ electronic games are restricted during the programme.

'No Exceptions' Policy: The H₂O Xtream Holiday Programme operates a 'no exceptions' policy towards children with special needs, in that we try to accommodate and make our activities as inclusive as possible. Please do tell us if your child has special needs and please be advised that if your child normally has a caregiver in attendance during school that they are required to have a caregiver for the duration of the holiday programme. There may be a trial period for your child.

Help with Paying for your Childcare: The H₂O Xtream holiday programme is OSCAR approved. This means the programme adheres to a high standard of care and parents may be eligible for a subsidy through WINZ. For more information, and to find out if you qualify, please ring Work & Income on tel: 0800 559 009

Lost Property: Please name your child's belongings and check the lost property table at the programme whilst it is running. Lost property can be collected from H₂O Xtream up to three weeks after the programme has finished, but after this time it will be donated to charity.

Bookings Information:

Bookings must be made either in person or via the holiday programme email.

Booking forms must be fully completed.

We do not operate on a casual walk-in basis.

Full payment must be made by the commencement of the holiday programme.

Cheques should be payable to H2O Xtream

We are unable to take bookings via telephone.

Places are subject to availability at the time we receive your booking and payment.

If your child has a medical condition or special requirements, please supply additional information to assist us by letting H2O Xtream reception know at time of booking.

Please ensure that your child arrives each day with appropriate footwear and clothing for the activities including lunch, snacks and water. The holiday programme will walk to most Upper Hutt venues.

Please bring togs, towel and a jacket daily.