

# 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, craft activities, quiet time activities and free play activities.

## VENUE:

Both holiday programmes (Hang10 and Surf's Up) operate from the same venue at the Wesley Centre, 1 Benzie Ave, Upper Hutt. This is the location to both drop off and collect children. 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 endeavour to provide as much advance notice as possible. The programme is secular and has no religious content.

## SIGNING IN:

It is the parents/guardians 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 may be made. Children booked on AM overtime may arrive from 7.00am. All other bookings may arrive between 8.00am and 9.00am. 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 may be collected from the programme after 3.30pm unless by prior arrangement with the Supervisor. Children not booked on PM overtime must be signed out by an authorised person before 5.00pm. Children booked on PM overtime must be collected by 6.00pm. If your child has your permission to make their own way home, please indicate on the enrolment form, otherwise your child will not be permitted to leave. If you are late for picking up your child you will be charged an overtime rate for the day.

## SICKNESS:

No credit or refund will be given where a session is missed due to illness unless H<sup>2</sup>O Xtream Holiday Programme has been contacted and advised of a child's absence before 8.00am that day. H<sup>2</sup>O Xtream Holiday Programme email: [h2oholidays@uhcc.govt.nz](mailto:h2oholidays@uhcc.govt.nz) or mobile 021 349 589.

## CREDITS/REFUNDS:

No credits or refunds will be given where a session is missed unless H<sup>2</sup>O Xtream Holiday Programme has been contacted in writing and advised of a child's absence a minimum of 48 hours before the session commences. H<sup>2</sup>O Xtream Holiday Programme email: [h2oholidays@uhcc.govt.nz](mailto:h2oholidays@uhcc.govt.nz).

## MEDICAL CONDITIONS & MEDICATION:

It is important we know if your child has a medical condition 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 programme, especially if medication is to be taken during programme hours.

All medication the child takes (including Panadol 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 and/or the emergency contact immediately. Please supply your best contact numbers including your cell phone and work phone.

## BEHAVIOUR POLICY:

To ensure all children have fun and are safe, we have policies for dealing with misbehaviour 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 H<sup>2</sup>O 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 H<sup>2</sup>O 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 and Income on 0800 559 009 or visit the website [www.workandincome.govt.nz](http://www.workandincome.govt.nz).

## 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 H<sup>2</sup>O Xtream up to three weeks after the programme has finished, but after this time it will be donated to charity.

## PRIVACY:

As required by the Privacy Act 2020, H<sup>2</sup>O Xtream follows strict procedures when storing and using the information you provide. We are dedicated to keeping personal information secure. As per the Privacy Act, should there be any welfare concerns relating to your child, where specialist advice and guidance is needed, H<sup>2</sup>O Xtream will be required to share any relevant information with appropriate agencies (such as Oranga Tamariki, health and education providers, Police etc) with or without parental consent.

## BOOKING INFORMATION:

- Bookings may be made online via the website [www.h2oxtream.com](http://www.h2oxtream.com) or in person at the H<sup>2</sup>O Xtream reception 830-834 Fergusson Drive, Upper Hutt.
- 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.
- We are unable to take bookings for the Holiday Programme 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 Reception know at time of booking.
- Please ensure that your child arrives each day with appropriate clothing (including jacket) and footwear as well as sufficient food for morning tea, lunch and afternoon tea. Please also pack a water bottle daily.
- Please bring togs and a towel for any swimming days.
- The Holiday Programme will walk to most Upper Hutt venues.

**Booking queries? Please contact  
H<sup>2</sup>O Xtream: 04 527 2113 or email:  
[h2oholidays@uhcc.govt.nz](mailto:h2oholidays@uhcc.govt.nz)**