



Fees and Payments Policy

effective 15 April 2019

After School Care:

Permanent rate is for parents/ caregivers enrolling their child in the same hours every week. If your hours will change week to week, you need to book at the casual rate as stated below.

Choose your session based on your child's school finish time. For schools finishing between 2:30-2:45pm, select the 2:30 start sessions. For schools finishing between 3:00-3:15pm, select the 3pm sessions.

2:30-4:00pm \$10 perm / no casual option	3:00-4:00pm \$8 perm / no casual option
2:30-5:00pm \$18 perm / \$20 casual	3:00-5:00pm \$16 perm / \$18 casual
2:30-5:45pm \$22 perm / \$24 casual	3:00-5:45pm \$20 / \$22 casual

If you pick up your child after your selected session has ended, you will automatically be billed for the next session. If you collect your child after 5:45pm a late fee of \$2 per minute applies.

WINZ subsidized families must book for the full session (3 hours per afternoon) and ensure applications are made prior to starting

Before School care:

Before School Care session is \$9 per morning for 7:30-8:45am. This includes a full breakfast and transportation to school. Casual rate for Before School Care is \$10 per morning

Note: WINZ subsidies available see www.workandincome.govt.nz for more information.

** WINZ subsidies are charged at a flat weekly rate (not including late fees), when enrolling your child through WINZ you will need to apply for the full afternoon session (3 hours per day or 15 hours per week)

Holidays

In Centre days: \$48.00 full day (Mon, Wed & Fri unless stated otherwise) Morning + Afternoon tea provided

Out days/ excursions: \$53.00 full day (Tues & Thurs unless stated otherwise)

Full week \$250 per child

Add Breakfast (must arrive before 8:30am) \$3 per morning

Late fees

A fee of \$2.00 per minute, per child will be charged for every minute after 5.45p.m a parent/ caregiver is late picking up their child. The same fee also applies to children who arrive early for Before School Care and Holiday Programme (before 7:30am).

Any child in care must be enrolled on Aimy Plus with all relevant parent contacts completed and all medical/ behavioral conditions made clear.

Special Neon Deals for Non-Subsidy Families

We offer a 10% Sibling Discount off your total invoice. This discount is subject to invoices being paid in a timely manner. Neon Kids Programmes reserves the right to reverse this discount if this condition is not met.



Cancellations/ Absences

Any cancellation or notice of absence (including illness) is required by 3 days notice, or normal fees will be charged. Winz subsidized families will be charged regardless of notice period, unless child will be absent for longer than 3 weeks. If a child enrolled in Holiday Programme does not attend at all, with no notice, full holiday fees will be charged. A \$20 cancellation fee will be charged for any cancellations less than 1 week prior to holidays.

If a child is not in attendance and no notice is given by parents/ caregivers prior to 2:30pm, then a \$10 fee will be charged for inconvenience. All children are accounted for on pick up and any change without notice causes unnecessary stress on our staff; who only want the best for your children. Please note the appropriate channels for contact. Same day absences: please text (not email) absences of 24+ hours' notice: text, speak to Centre staff to document in our absence book or email.

Damages: Any accidental or intentional damages to Neon Property or building equipment/furnishings will be billed to child's caregiver. If damages exceed \$500, use of Neon's liability insurance will be allowed. We understand accidents can happen and if it is a genuine accident with no one at fault we will waive the fees, however if damage is a result of a child not following instruction/braking rules then parent/caregivers will be invoiced.

Payment: Bills will be sent out weekly for Before and After school care and Weekly for holidays, by Email. Payment can be made by internet banking, Credit card or PayPal through your online invoice or cash/ cheque in centre, within 14 days of invoice date.

Credit Terms: Our accounts are protected and enforced by central collections. Please note: All accounts are payable by the 20th day of the month following the date of invoice. If an account is not paid within thirty days after the due date, the account may be referred to our debt collection agency, who will charge you a minimum default fee of 25% of the unpaid portion of the price to cover our cost of recovery. The account may also be recorded on a credit information database held by a credit reporting agency.

Any overdue accounts of more than \$150 will incur a \$10 monthly administration fee.

Payments by internet banking are to be paid into the following account:

Neon Rototuna:

Neon Kids Programmes 02-0454-0037203-000

Neon Melville:

Neon Kids Programmes 02-0454-0037203-066

Particulars: Childs last name and first initial e.g. Doe J (Jane Doe) Code: Childs school e.g. Hukanui Reference: "A/B SC" (After/ Before School Care) or "Holidays" (Holiday Programme)