

## Fees Policy

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**Booking:** In order to better settle children into the centre, Bright Sparks Childcare requires that children must be booked for a minimum of two days attendance per week.

**Deposit:** A non-refundable deposit of \$ 50 is payable upon enrolment.

**Initial Fees:** Two weeks fees are to be paid in advance. Please pay by automatic payment. An electronic payment form must be completed no later than the 2nd Friday - thus fees are always at least one week in advance. If paying fees on a fortnightly or monthly basis, then they must be paid a fortnight or month in advance.

**Family Discount:** When there are two or more children from the same family attending on the same days a discretionary discount may apply. Please discuss with the Centre Manager.

**WINZ / CYFS:** Bright Sparks does support families receiving WINZ subsidies and in some cases CYFS payments. However fees must be paid in full until the letter of confirmation is received from WINZ or CYFS. Any credit held when subsidies are paid, will be refunded directly to the parent where applicable. It is the parent's responsibility to ensure all paper work is processed and received by WINZ on time. Any delays could result in the parent having to pay full fees until the subsidy is received.

**Accounts / Tax Receipts:** Invoices are sent weekly/or fortnightly, as well as on request. Tax receipts and further statements are available on request. The Manager will be available to discuss account details.

**Late Pick Up Fee:** This is payable direct to the staff members that have stayed behind to look after your child. This is not part of their paid employment. A charge of \$10 up to the first 10 minutes over time, plus \$1 per minute thereafter is payable. Please note the late fee is per child.

**Security:** For the security of the children and staff we have a code for both the front and back door, operational between 7.00 am and 6.00pm, Monday to Friday.

**Statutory Days:** There is no reduction in fees for days enrolled that fall on statutory holidays. Full payment for these days is required. We are unable to substitute or provide in-lieu days for statutory days.

**Sick Days:** Full fees are required when your child is either sent home sick or is kept at home due to illness or any other reason. We require you to phone the centre to let the staff know

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that your child will be absent and advise us of the nature of the illness.

**Additional Days:** Should you require an additional day on a temporary or permanent basis, **you must first speak to the Manager to ensure that there is a place for your child.** This request must be done in writing either by sending an e-mail to the Manager or by filling out a Change of Details Form-available at reception. Your fees will be adjusted accordingly. If your child has been absent and you wish to “make-up” that day, we can only offer you an additional paid day as above when available, as sick or absent days are charged out in full. **There are no “in-lieu” days given.**

**Annual Leave:** Management will grant a 50% deduction off the normal rate of fees payable for the purpose of Annual Leave for up to 4 weeks for full-time children. The parent will inform the Manager at least 1 week prior to the Annual Leave being taken. It is only granted on full weeks leave taken. If there are any other fee arrangements made between the Centre and Parents, CYFS or WINZ, then this policy will be at the sole discretion of the Manager. The holiday discount does not apply to children accessing 20 ECE scheme.

**Leaving the Centre:** When a parent wishes to withdraw their child from the Centre, they must inform the Management **in writing & give 2 weeks’ notice.** Parents who withdraw and do not give 2 weeks’ notice will be charged 2 weeks in lieu and will also be charged the amount in Government Funding that the Centre would normally be entitled to. Upon leaving, the parent will ensure any basket; books or other Centre material is returned. The child’s individual portfolio and art work will be released when the account is cleared.

**Bad Debt Policy:** Due to the centre requirement that fees are kept at least one week in advance, it is envisaged that bad debts will in the most part be avoided. However bad debts will not be tolerated. If an account is two weeks overdue, the manager will speak to the parent to see if an arrangement can be made to bring the account up-to-date in a satisfactory manner achievable by the parent. If no satisfactory arrangement can be made then the parent will be asked to remove the child from the centre. The account will then be handed on to the debt collectors. Debt collection costs will also be incurred by the parent.

**Visiting hours:** we have an open door policy and you and your extended family are welcome to visit us. However, in order to ensure that the children’s daily flow is not affected in any way, we would really encourage visits between 9.00am-11.00am or in the afternoon between 2.30 pm and 6.00pm.

[Early Childhood Regulations 2008](#)

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| <b>Consultation Undertaken</b> | Bright Sparks Management, Staff, and Families |