

RATIONALE / INTENT:

To provide a clear understanding of our payment requirements, holiday entitlements and our terms of enrolment for parents and caregivers.

GUIDELINES:

REGISTRATION

A registration fee and the first week's tuition fee is due at the time of enrolment per child. The registration fee is a once only payment unless the child is taken off the roll and later wishes to re-enroll. It is not refundable, and it is not applied to tuition.

FEES

All days booked are payable weekly in advance, including statutory holidays, sick days and other absences.

Our terms of trade are that the weekly fee is paid in advance of the week your child is enrolled by automatic payment (i.e. Friday morning payments should be covering fees for the coming week).

When there are 2 or more children from the same family attending on the same days, a 10% reduction in normal fees for your eldest child will apply.

Any time a child is taken off the roll, the place may be filled by someone on the waiting list. Re-enrolment, when possible, will necessitate a further registration fee. A late charge will be payable for each 10 minutes or part thereof that your child is collected after the Centre closing time. The charge is added to your child's account.

Fees must be paid on or before the due dates. A late fee payment penalty of 10% per week may be added to outstanding fees to cover administration costs. Our centres have a debt recovery policy, and this will be followed if a parent has overdue fees. When fees are 2 weeks in arrears, a child's place in the Centre may no longer be made available to them. Any outstanding fees will be referred a debt collection agency and/or court action will be taken against you.

It is our policy to review fees regularly.

DEBTS

A 10% late payment penalty is added to accounts each week that they are in arrears.

The Centre has a maximum debt tolerance threshold of \$400.00 and any family whose account breaches this threshold will be contacted to discuss the outstanding amount.

At the end of every week debtors balances will be printed and checked by the Centre Manager / Kaitiaki. They will notify the Management of any debt that has accumulated over that month period.

At this point, contact will be made with the parent via email/letter to advise them of the total debt owing and give them a date that the debt must be cleared by.

The Management may at their discretion allow a payment plan to be implemented to clear the debt over an agreed period of time.

Failure to contact the centre during this time, and with no arrangements made with the Kaitiaki or Management, then the child's position at the centre will be terminated and the parent will be advised verbally and by email/letter. The outstanding debt will then be referred to a debt collection agency. The parent will also be billed for all costs associated with recovering the debt.

ABSENCE CHARGES

The Centre will be closed on statutory holidays, regular fees will apply.

Children are entitled to 2 weeks holiday free of their usual weekly fees per calendar year, after 3 months attendance. This holiday discount is available on the provision that we are keeping their space open. They are not accumulative and will not be paid out at the end of enrolment. These can only be used if the child is continuing their enrolment at our centre, and will be credited for full weeks only. For families receiving WINZ subsidies the 50%

discount is taken off the parent portion of the fees. Account balances must be one week in advance. Full fees apply after credits are used.

When booking holidays, a written notice 2 weeks prior to taking this leave is required. In circumstances where the child does not attend the centre for more than 21 days a child's place in the centre may no longer be made available unless prior arrangements are made with the Centre Manager. The anniversary for holidays is 1st January each year. In circumstances where a child is withdrawn and re-enrolled the anniversary can only be applied once.

20 Hours ECE

20 Hours ECE is available for three- and four-year-olds for up to 6 hours per child per day, and up to a maximum of 20 hours per child per week.

As a parent you can choose to accept the 20 hours ECE at our centre or you can choose to use your 20 hours ECE at another service provider.

As such we have has 2 fee structures for our Over 3 yr old Children.

The "20hrs ECE" structure is the fee charged for a child enrolled to accept the 20 hours ECE at our Service. As we are a full day service provider, and the 20 hours ECE only covers the first 6 hours per child per day and up to a maximum of 20 hours per child per week this fee structure charges for the additional hours only. Any hours not covered by the 20 hours ECE is a compulsory fee and is covered under Chapter 4.3 of the ECE Funding Handbook.

The "Preschool" structure is the fee charged for a child enrolled with Playhouse ELC who has chosen not to accept the 20 hours ECE.

Fees and operating times may be altered at any time during the calendar year. Fees are reviewed annually, and parents will be advised in writing at least two weeks before any new fee structure comes into effect.

See our website for the latest pricing.