

### 3. FEES POLICY

Everyone Out is a private, fee charging educational service. Timely payment of fees is required in order to maintain the correct kaiako/tamariki ratios and appropriate resource availability. Failure of mātua to follow the rules regarding fee payments may lead to their tamaiti being excluded from the programme.

#### PROCEDURE:

- Out of hours fees will apply to any tamaiti who attends outside of programme hours- be it due to early drop off or late pick up.
  - There is a grace period of 10 minutes, before or after which fees will apply.
  - Late fees are \$10 per 10 minutes, or part thereof, for each tamaiti attending -out of hours.
- Fees for all programmes are due at the time of enrolment, and payments must be made prior to booked sessions commencing.
  - A payment plan may be set up by prior arrangement with the Programme Kaiwhakahaere.

	Fee information for Nature School	Fee information for Holiday Programme
Invoice	<ul style="list-style-type: none"> <li>● An invoice will be generated within 3 days of enrolment</li> <li>● Payments can be made via internet banking.</li> <li>● A receipt will be issued upon request only.</li> </ul>	<ul style="list-style-type: none"> <li>● An invoice will be automatically generated by the enrolmy system.</li> <li>● The invoice will detail specific payment options and conditions.</li> <li>● Payments can be made via credit card (charge of 1.85% of your booking charge applies) or via internet banking.</li> <li>● A receipt will be issued once payment is received.</li> </ul>
Cost	<ul style="list-style-type: none"> <li>● Everyone Out Nature School fees are \$520 per 8 week term.</li> <li>● Commitment to the full term is required.</li> <li>● A one off (non refundable) administration fee of \$30 per whānau will be payable at the time of enrolment.</li> </ul>	<ul style="list-style-type: none"> <li>● Everyone Out Holiday Programme fee is \$55 per day</li> <li>● There is no minimum booking requirement.</li> <li>● No administration fee applies.</li> </ul>
Booking changes and cancellations due to change of mind	<ul style="list-style-type: none"> <li>● If you decide to withdraw from Nature School part way through term no refunds will be given.</li> <li>● If you have signed up to a payment plan you are required to continue to pay the term's fees in full.</li> </ul>	<ul style="list-style-type: none"> <li>● The Everyone Out Holiday programme operates on a no refund policy basis.               <ul style="list-style-type: none"> <li>○ If a booking is cancelled more than seven days before the programme commences, a full credit (less a \$10 administration fee) will be</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>● A credit to use the following term, or at the holiday programme, may be given at the discretion of the Programme Kaiwhakahaere.</li> <li>● There will be a \$10 administration fee for all change requests.</li> </ul>	<p>applied to the relevant enrolmy account.</p> <ul style="list-style-type: none"> <li>○ If a booking is cancelled within seven days of the programme commencing, no credit will be given.</li> <li>○ There will be a \$10 / child administration fee for all cancellation requests.</li> </ul> <ul style="list-style-type: none"> <li>● Changes to bookings may be made, free of charge, up to seven days prior to programme commencement; though these are subject to availability. <ul style="list-style-type: none"> <li>○ A booking may not be changed within seven days of the programme commencing.</li> </ul> </li> <li>● Note: that the seven day rule above is seven days before the beginning of the holiday period <u>NOT</u> seven days before your booking.</li> </ul>
<p>Booking changes and cancellations due to illness or injury</p>	<ul style="list-style-type: none"> <li>● If your tamaiti is absent due to illness or injury a one day credit will be applied to your enrolmy account . <ul style="list-style-type: none"> <li>○ Only one sick day credit will be offered per tamaiti per term, as standard.</li> <li>○ Sick day credits will not accumulate over multiple terms</li> </ul> </li> <li>● If the illness or injury is long term and will result in more than two sessions being missed a credit may be applied, at the Programme Kaiwhakahaere’s discretion.</li> <li>● Credits can be used at the Holiday Programme or during the following term at nature school.</li> </ul>	<ul style="list-style-type: none"> <li>● If your tamaiti is absent due to illness or injury, it may be possible to transfer their booking to another day within the same holiday period, subject to availability. <ul style="list-style-type: none"> <li>○ If you wish to transfer your booked day please contact the Programme Kaiwhakahaere to discuss any available options.</li> <li>○ No refunds will be given where transfer does not prove possible.</li> <li>○ If you wish to request a credit due to illness or injury please contact <a href="mailto:rachel@everyoneout.co.nz">rachel@everyoneout.co.nz</a> Credits may be given on a case by case basis at the discretion of the Programme Kaiwhakahaere.</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>● No refunds or credits will be given for tamariki absent for other commitments such as a family holiday, school trips etc.</li> </ul>	
Discounts and credits	<ul style="list-style-type: none"> <li>● There are currently no discounts available at Nature School</li> <li>● All credits must be used within 6 months of issue</li> </ul>	<ul style="list-style-type: none"> <li>● A 5% sibling discount applies for any tamariki booked into the same programme, through the same enrolment.</li> <li>● Everyone Out offers a limited number of 50% community service card (CSC) discounts. <ul style="list-style-type: none"> <li>○ To apply for, or check availability of, these spaces email the Programme Kaiwhakahaere: <a href="mailto:rachel@everyoneout.co.nz">rachel@everyoneout.co.nz</a></li> </ul> </li> <li>● All credits must be used within 6 months of issue</li> </ul>