Huapai Plus T&Cs

7 Day Payment Required
Invoices are issued a week in arrears on the first Monday after attendance and must be paid within 7 days of the issue date. No cash will be accepted onsite by Huapai Plus staff or by the Huapai district school office. Your account must be kept up to date at all times.

Late Pick up fees
Huapai Plus closes at 6pm. Any children who have not been picked up will incur a late fee of $10.00 for every 10 minutes (or part thereof) that the child is not picked up. After school care children booked until 5pm and collected late will be charged at the 6pm session rate.

Additional sibling
Each additional sibling will receive a 10% discount on their programme fees.

Overdue accounts
Any overdue invoices of 3 weeks or more, will result in emailed notification and an immediate account suspension until the debt is paid off in full. We reserve the right to not have your child on programme until either the outstanding amount is paid or an agreed payment plan is entered into.

No further bookings will be able to be made at Huapai Plus while the account is suspended, and existing upcoming pre bookings may also be cancelled.

Debt collection
Accounts 60+ days overdue will receive emailed notification and be moved to a debt collection agency within 7 days, which will incur additional costs and may negatively affect your credit rating. If full payment is made within the 7 days prior to moving to a debt collection agency, the account will be immediately reactivated.

Recovery of costs
We will add any reasonable expenses, including debt collection expenses, late payment fees, interest, admin fees, legal and recovery costs to the amount outstanding for any accounts in relation to the collection of all overdue money.

Cancellations
To cancel or change a day/s please contact us at **027 359 5026 or huapaiplus@hds.school.nz.**
Canceling a booking requires a 2 business days notice period to qualify for a full credit or no change.
Cancellations received less than 2 days up to 7am the day of the booking will be charged a 50% holding fee.
Full fees will be charged for any cancellations after 7am day of booking.

Withdrawn from program
To withdraw from Huapai Plus two (2) week's written notice must be given to the programme manager. Any/all outstanding fees must be paid prior to the last day of attendance.

Willful damage/vandalism
If it is proven your child intentionally damaged or wilfully created a situation that incurred a financial cost, such as deliberately setting off the fire alarm, we reserve the right to request those funds be paid, in full by you.

Credit / credit note 1 year expiration
Any credit notes and/or credits in our system are valid for 12 months from the date and time of issue. After this 12 month period, upon a minimum of 3 credit statements being sent, we will void the credit.
If you require this credit/overpayment to be refunded directly to you, please email us with your bank details including your bank, account name, bank account number and preferably a screenshot of this also.

Your information and privacy
We will only collect information to be used for the purposes of establishing and maintaining appropriate records required to perform our obligations under a contractual relationship with you and to comply with our legal obligations as a service provider.
Information collected will be managed in accordance with the Privacy Act 2020, the Vulnerable Children's Act 2014, The Children, Young Persons and their Families act 1989, and other relevant legislation. Information collected by Huapai Plus may be accessed by the Ministry of Social Development, relevant Government departments and other Audit organisations. You may view your child’s and families information at any time by accessing your Enrolmy Parent Portal, and you can directly correct or update any information on your account.