SCHOOL HOLIDAY PROGRAMS

BOOKING REQUEST

SESSION TYPE/S	Full Day Program ☐ Extended Hours ☐		
DAYS & DATES			
COMMENTS			
SUB TOTAL		**TOTAL COST**	

Child/ren's Full Name	DOB	PCYC Membership Number

If you child/ren have not held a PCYC Membership you may fill out the PCYC Membership Form or sign up online.

Responsible Person & Emergency Contact Information

Name & Relationship	
Phone	
Email	

Second Emergency Contact

Name & Relationship	
Phone	

If a responsible person that is not nominated on the form will be picking up your child/ren, please inform the club.

HEALTH, MEDICAL CONDITIONS & COMPLEX BEHAVIOUR

If your child/ren has been diagnosed with any Health or Medical Conditions, is known to display symptoms of Complex Behavior or demands any Special or Dietary Needs, please fill out the **PCYC Health & Medical Form**.

Applicable: Yes ☐ No ☐

PCYC

REGISTERED CHARITY · acnc.gov.au/charityregister

SCHOOL HOLIDAY PROGRAMS

PAYMENT DETAILS

Payment Details (If not paying directly at PCYC)			
Name on Card			
Card Number		Signature	
Expiry Date		CVC Number	
Voucher Details (If applicable)			
Please Tick	☐ Active Kids ☐ Creative Kids		
Voucher Number			

Bookings are not final until full payment has been made

Media Permission

☐ I give permission for my child's photographic and/or video image, voice and/or words to be used for promotional purposes in official publications of the Police & Citizens Youth Clubs NSW.

☐ I do not give permission.

Indemnity Statement

I the Responsible Person, have read and agree to Terms and Conditions outlined and:

☐ I agree for my child/ward to attend the Centre and to undertake all activities and/or to participate in the above program. In the case of an emergency, I authorise PCYC, where it is impracticable to communicate with me, to arrange for my child/ward to receive such medical or surgical treatment as may be deemed necessary. I also undertake to pay or reimburse costs which may be incurred for medical attention, ambulance transport and drugs while my child/ward is attending the Centre/enrolled in the program. I understand that although PCYC and its service providers attempt to minimise any risk of personal injury within practical boundaries, accidents do happen, and all physical activities carry the risk of personal injury. I acknowledge that there is an inherent risk of personal injury in physical activities that will be undertaken at the Centre/as part of the program, and I accept that risk.

☐ I, the undersigned, accept full responsibility for my child/ren's personal belongings and for my child/ren's behaviour during the program and in the event of misbehaviour I will be contacted and asked to collect my child/ren.

Responsbile Person Name ..... Signature ..... Date .....

PCYC Staff Member ..... Signature ..... Date .....

PCYC

REGISTERED CHARITY · acnc.gov.au/charityregister ·

SCHOOL HOLIDAY PROGRAM ENROLMENT TERMS & CONDITIONS

BOOKING AND ENROLMENT PROCESS

- All participants must be a current PCYC member to take part in the holiday program.
- Full payment is required upon booking.
- Creative and Active Kids Vouchers can be used in some programs.

CANCELLATION & CREDIT POLICY

CANCELLATIONS

Once a Holiday Program booking has been made, all bookings are non-refundable. However, we understand that family circumstances may change. Eligible participants may receive a credit to the value of their booking in the following circumstances:

- **More than 48 hours before the booked session(s)**: A parent/guardian submits a written request to the Club outlining the reason for the cancellation. Requests will be considered on a case-by-case basis and may be approved at the discretion of the Club Manager.
- **Within 48 hours of the booked session(s):** The child is unable to attend due to illness or injury, and a valid medical certificate is provided for the scheduled day of attendance. A copy of the medical certificate must be **submitted to PCYC within 5 days** of the missed session to be eligible for a credit. The credit cannot be applied to another booking until the medical certificate has been received and verified by PCYC.

CREDITS

- Credits are intended to be used within the current holiday period and cannot be redeemed for cash.
- Some programs may reach capacity, and members are responsible for rebooking eligible sessions as soon as practicable.
- PCYC is not obligated to carry credits forward to a future holiday period where bookings cannot be rescheduled due to program capacity.
- Where an eligible credit relates to a booking on the final day of a holiday period, the credit will be carried forward to the next available holiday period.

PROGRAM CANCELLATIONS BY PCYC

- PCYC reserves the right to cancel a Holiday Program where insufficient bookings have been received or where unforeseen circumstances prevent the program from proceeding.
- Where practicable, members will be notified at least 24 hours prior to the scheduled session.
- Members will be entitled to either:
  - a credit to the value of the cancelled booking; or
  - a full refund of the cancelled booking.

SIGNING IN AND OUT

- All participants must be signed in and out of the program each day. You will be asked to check medical details, contact numbers and ensure that the child/ren has adequate food for the day.
- Please provide details of person picking up child/ren at the end of the day on the sign in process. If circumstances are to change then please contact the centre to provide details of who will be picking up if listed differently on the form.
- Children aged 15 and over (only) can be permitted to make their own way home on conditions that:
- A written and signed letter is provided outlining the details by the Guardian, and;
- The individual situation is discussed with the centre manager, who has the ability to approve or not approve each individual case. The participant will still be required to sign themselves out of the program at the end of the day.

PROGRAM CODE OF CONDUCT

- So that PCYC can ensure that our programs are fun and safe experience for everybody, we have rules in place for participants to follow, explained before the daily activities commence.
- If your child/ren misbehaves, we will discuss the best course of action with your child/ren's activity officer. Some courses of action may result in expulsion from the program with no refund.
- You can access PCYC NSW Behavioural Standards on www.pcycnsw.org.au or discuss with your local club.

PROHIBITED

- Drugs, cigarettes and alcohol are not allowed at PCYC any child found using or in possession of these items may be removed from the Centre. Children found in possession of illegal drugs will be reported.

RISK

- Except for any liability which cannot be excluded by law, PCYC is not liable for any loss or damage suffered by any person as a result of that person's participation in the holiday program.

HEALTH & SAFETY

MEDICAL & CONSENT FORM

- Prior to the school holiday program, you will be required to complete our medical and consent on behalf of your child/ren (if applicable).
- The information you provide on the medical and consent form will help us look after your child/ren's health needs. If your child/ren has an injury or pre-existing condition, allergy, special dietary needs or is on prescription medicines, please provide full details on this form.
- PCYC will share the information you provide with your child/ren's activity coordinator.

MEDICATION AT PROGRAM

- Prescription medication can only be administered to the child/ren for whom it is prescribed, from the original container bearing the child/ren's name and with a current use by date. Non-prescription medication cannot be self-administered.

ANAPHYLAXIS

- If your child/ren suffers from anaphylaxis, they should have an anaphylaxis action plan which has been prepared by their doctor. You can download sample plan templates from the Australasian Society of Clinical Immunology and Allergy website. If your child/ren has a plan, please provide it to the club at least three weeks prior to attending the program.
- Children at risk of anaphylaxis need to bring at least one adrenaline auto injector. On catered programs, children with food allergies are required to wear an identifying wristband. This is an added precaution to assist staff when managing situations where food allergens may be present.

DIABETES – INSULIN DEPENDENT

- Please be aware that PCYC cannot administer insulin at any time.

ACCIDENTS AND EMERGENCIES

- Centre staff hold senior first aid accreditations and can administer first aid, if required. If your child/ren requires medical assistance, they will be taken to the nearest medical centre or hospital, and we will notify you. In case of emergencies, parents can contact the club manager in attendance.

COMMUNICATION, GRIEVANCE & COMPLAINTS

- If you need to contact your child/ren whilst he or she is at the program, please contact your child/ren's club to arrange communication with the onsite activity coordinator and club manager.
- If you have any concerns about the program or care received, you can discuss these with the Club Manager. If you feel like this response does not meet your needs, the Club Manager can refer you to PCYC Club Operations.