

## **PAYMENTS**

Cromwell Youth Trust (**we, our, us**) have introduced a simplified online payment operation that includes two secure payment options; cash & credit card.

Payment via cash is to be completed within 72 hours from when registration has been completed. If cash payment has not been received to Cromwell Youth Trust (5A Murray Terrace, Cromwell, Otago, 9310) then we have the right to cancel your registration and open that place to the general public.

Payment via credit card is done using Stripe.

Once payment is received then you will receive a confirmation email to confirm your registration. If there have been any issues with payment, such as a decline, you will be required to fill in the online registration form again.

## **CANCELLATION**

We understand that unexpected circumstances or change of circumstance may require you to cancel your registration to our programme. We ask that you inform us as soon as reasonably possible to ensure that we can provide the open space to an individual on the waitlist.

Please be aware that we also may have unexpected circumstances arise that would see us cancel the planned programme. We will endeavour to provide participants with as much notice as reasonably possible prior to the start of the affected programme/s

## **MEDICAL & SPECIAL REQUIREMENTS DISCLOSURE**

We require all participants to inform us if there are any special medical requirements, allergies, special needs or any other relevant disclosures of the participant. We require this information to ensure that we are taking all necessary precautions to provide a safe environment and service. All information related to these disclosures are kept confidential and only provided to Cromwell Youth Trust employees, volunteers and relevant businesses that are providing a programme.

## **PROGRAM EXPULSION**

We want to ensure that all participants are involved in a safe and supportive environment. All participants to our programmes must abide by our 'cultural agreement' – this agreement is in place to allow all participants the opportunity to take part in our programme without the concern of being involved in the following:

- **Bullying** (*including any form of physical and mental abuse towards others*)
- **Damage Incurred** (*including any form of damage to fellow participants property, Cromwell Youth Trust property and/or business property*)
- **Theft**
- **Causing Unsafe Situations for other participants, Youth Workers, Volunteers and the general public** (*including refusal to listen to instructions*)
- **Use of Drugs and/or Alcohol**

If any of the above occurs our Youth Workers will work with the participant to allow them the opportunity to ensure that any unacceptable behaviour does not occur again. If the participant continues the unacceptable behaviour then it will be the responsibility of the parent/guardian to collect the participant (at the parent/guardians own expense) and there will be a mandatory 10 day expulsion period for the participant attending any other programmes or services that Cromwell Youth Trust operate.

## **PHOTO & VIDEO**

Parent/s or Guardians are required to inform Cromwell Youth Trust if permission is allowed to take photos and/or videos of the participant. This consent allows us to use the images and/or video on Cromwell Youth Trust social media platforms (including Facebook & Instagram), advertisement material, website ([www.cromwellyouthtrust.co.nz](http://www.cromwellyouthtrust.co.nz)), email marketing, promotional materials and other relevant mediums.

## **CHANGES TO THIS POLICY**

We may change this policy by uploading a revised policy onto the website. The change will apply from the date that we upload the revised policy.