

## sKids FAQ's – Change of Management to sKids Programme Management (SPM)

### What does this change mean for families?

sKids Programme Management (SPM) will now be managing the programme. Your day-to-day experience at the programme will remain as consistent as possible. Find out more about the upcoming activities [here](#). For administration, the main change is who to contact for bookings, payment and customer support:

#### Customer Service contact details:

- **Bookings** - make a booking via our [website](#)  
Cancel, change or need support to make a booking  
**hello@skids.co.nz | 0800 274 172**
- **Invoices and payments:**  
Invoices are sent at the end of each week the programme has been booked. Eg, If you have booked a session for week 5 Friday, you will be invoiced on week 6 Monday.  
**hello@skids.co.nz | 0800 274 172**
- **WINZ forms:**  
Once you have made your bookings, please email completed WINZ forms to **hello@skids.co.nz**

View our website for more information [www.skids.co.nz/oscar-subsidy/](http://www.skids.co.nz/oscar-subsidy/)

Our Customer Service team is available Monday to Friday, 8:00am – 6:00pm.

Email enquiries will be responded to within one-two working days, depending on the priority of enquiry.

### Will session times or prices change?

No. Session times and prices will stay the same.

### **Who do I notify if my child is sick?**

If your child is unwell and will not be attending sKids, please notify the onsite team by messaging the site mobile number at least 30 minutes prior to the session start time on **021 047 0314**

If the onsite team is not notified in advance, a no-show fee of \$25 may be applied to your invoice.

### **How do I cancel a session?**

To cancel a session, please email **hello@skids.co.nz**.

To avoid being charged or to receive a credit, cancellations must be received in writing **at least three working days before the start of the booked session**

### **What if my booking is on the waitlist?**

Waitlists help us make sure we have the right number of staff for each session.

If your booking is on a waitlist, our team will review availability. If a space becomes available, you will receive an email from our booking system (Enrolmy) confirming your child's place.

### **How to pay for a session?**

Invoices are sent to your ENROLMY parent dashboard on a weekly basis.

Please note the new bank account details below:

Skids Programme Management Limited

12-3110-0096617-00

Alternatively, in Enrolmy or on your invoice you can click on the "Pay Now" to pay by credit or debit card (1.5% surcharge applies to credit card payments)

**For more information, including our full Terms and Conditions and additional FAQs, please visit our website at [skids.co.nz](https://skids.co.nz).**