

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](#)
Need help to cancel, change or need support to make a booking then contact: **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 on 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. Sessions times and prices will remain 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 **027 266 3378**

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 do I 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.