



## **Busy Bumbles Holiday Programmes – Payment Information**

### **Important Points about Holiday Programme Bookings**

- All Busy Bumbles (BBs) Holiday Programme (HP) bookings need to be made within the online *Busy Bumbles* Enrolmy portal. Please ensure you complete all fields within the portal, providing all the necessary information about you and your family.
- Bookings can be made up until 9am on the day, subject to there being space available.
- Payment in advance is required to secure a place in BBs Holiday Programmes.
- Payment can be made via credit/debit card. Alternatively, bank transfer payments or existing BBs account credit can be applied with the assistance of our team. Please contact our Accounts Manager, on 03 347 3031 or at [accounts@busybumbles.co.nz](mailto:accounts@busybumbles.co.nz), during office hours to arrange this.
- Busy Bumbles continues to offer a 100% full refund policy for the cancellation of bookings, where one weeks' notice is received.
- WINZ / OSCAR subsidies are available. Phone 0800 559 009.

### **Frequently Asked Questions**

#### **When do I need to pay for holiday programme bookings?**

Bookings made prior to the start of the holiday programme need to be paid for by the due date shown on the invoice that will be emailed to you at the time of booking. This due date will be the second to last day of the term. For any bookings made after the second to last day of the term, payment is required at the time of booking.

#### **Do I pay extra to use a credit/debit card?**

Yes, a surcharge is applied to credit/debit card payments. This surcharge will be added to the total cost of care and paid at check out.

#### **Is there any other way to pay, other than by credit/debit card?**

Yes, payments can also be made via bank transfer. Please contact the BBs office during office hours, at the time of making your HP booking, to request for an online bank payment to be applied to the HP booking.

#### **I have a credit sitting with Busy Bumbles. Can I use this to pay for HP bookings?**

Yes, you can. We encourage families to add money into their BBs account each week to save for HP costs. Credits will need to be applied to your HP booking manually, by our Accounts Manager. Please contact the BBs office during office hours, on 03 347 3031 or at [accounts@busybumbles.co.nz](mailto:accounts@busybumbles.co.nz), to request for your credit to be applied to your HP booking.

**What happens if I cancel a booking before the due date and before paying?**

As per our terms and conditions, you can cancel a booking within the system a week or more in advance and the booking will be removed immediately with no cost to you.

**What happens if I cancel a booking that I have already paid for, either by credit card, bank transfer or BBs credit?**

As per our terms and conditions, if one week's notice is provided, a full refund will be given. You can cancel the booking yourself within the system and the refund will sit in your BBs account as credit to be used at a later date. If you would prefer that the money is returned to your bank account, (please note, this may take up to 48 hours), you will need to contact the BBs office during office hours, on 03 347 3031 or at [accounts@busybumbles.co.nz](mailto:accounts@busybumbles.co.nz), to arrange this.

**What happens if my schedule changes and I need to change a booking that I have already paid for, either by credit card, bank transfer or BBs credit, to another day?**

As per our terms and conditions, if one week's notice is provided, a full refund will be given for the day you need to cancel and you can simply book in the new day that you require, subject to there being space available.

**If you book the new day at the same time as cancelling**, the credit from the cancelled day will be applied to the new day that you are booking and any difference in cost will be shown. If there are extra charges to pay, perhaps because the new day booked is a trip day, this additional payment can be made online by credit/debit card or by online bank payment, if arranged with the BBs office. If the change results in a credit, this can be held in your BBs account or you can contact the BBs office during office hours, on 03 347 3031 or at [accounts@busybumbles.co.nz](mailto:accounts@busybumbles.co.nz), to request the funds to be returned to your bank account.

**If you book the new day after cancelling**, you will need to contact the BBs office during office hours, on 03 347 3031 or at [accounts@busybumbles.co.nz](mailto:accounts@busybumbles.co.nz), during the booking process, to request that the credit is applied to the new booking.

**How can I check how much credit I have in my BBs account, or whether there are outstanding invoices?**

You are welcome to request a statement of your account from Busy Bumbles at any time. Please email [accounts@busybumbles.co.nz](mailto:accounts@busybumbles.co.nz).

**Will I still receive the 10% sibling discount when paying in advance?**

Yes, you will.

**I receive an OSCAR subsidy (WINZ payment). How do I make a booking when advance payment is required?**

For subsidy customers, a deposit of 10% of the total care costs is required to secure a place in our Holiday Programmes. You can pay this via credit/debit card when making your booking. Alternatively, you can make a bank transfer or use an existing credit in your BBs account however you will first need to contact our Accounts Manager, to arrange for these payments to be manually applied to the booking.

Once the subsidy has been paid, a statement will be sent, detailing any shortfall that may exist. Any overpaid amount can be refunded to your bank account at your request.

**I don't have enough money to pay for the whole holidays by the due date, but I am concerned I will miss out on a space for my child. How can I manage this?**

Our advice is to put money aside each week of the term, so you have the savings to pay for your holiday bookings. Using a credit card will afford you some extra time (depending on when you make your booking and when your credit card payment is due). This is also helpful if you are waiting for your pay from your workplace to arrive. Remember, once you have paid for the current term and holiday bookings, no extra care payments will be required for the duration of the holidays and the first week of the following term (as we invoice for term care one week in arrears) so you can accrue extra savings at this time.