



## YMCA TAURANGA LAUNCHES AIMY PLUS

### What is Aimy Plus?

YMCA Tauranga has recently purchase new software designed specifically for childcare and holiday programmes. This software is call Aimy Plus and provides the following benefits:

- **Online bookings:**  
Takes bookings online and gives parents and caregivers flexibility to make bookings in your own time. Bookings can also be paid online through Aimy Plus.
- **Automated invoices:**  
Invoicing happens effortlessly and payments are processed quickly and easily.
- **Digital roll call:**  
Attendance features are seamless and provide extensive safety and visibility.

At the moment, you can use it for booking your child/children into Term 2 - After School Care and viewing bookings and transactions. Soon, you will be able to pay online and book into Holiday Programmes. We will be in touch when this functionality is ready.

### Why is Aimy Plus being introduced?

Aimy Plus will provide YMCA Tauranga with many more benefits to enable us to provide better customer service. It will speed up the administrative tasks for staff, and enabling us to focus more on doing what we do best – caring for your children.

### What you need to do?

- Go to <https://ymca-aki-ham-bop.aimyplus.com> and set up an account for your family.
- We have new terms and conditions that you will need to agree to. There are changes to these so we strongly recommend you read over them thoroughly.
- Once that's done, you can make your booking online for Term 2 - After School Care.

When setting up your account, please try to include as much information about you and your child or children which will assist us to provide the best care for them.

### What are the changes to the terms and conditions/agreements?

We have updated our terms and conditions to better reflect our duty of care. Key changes to be aware of are:

- Bookings will be invoiced on Thursday two weeks before your child's attendance at our programme and payment is due on the Thursday the week before.
- Parents/caregivers are liable for late fees at a rate of \$2 per minute for collecting their children after the booking time.
- Repeat occurrences of not contacting the centre 2 hours prior to the start of the programme will incur an additional charge of \$20 per absence.
- Aimy Plus provides us the ability to take photos, upload them and to tag your child so that you can see what's been happening during the day. On your parent dashboard, you will only see photo's that your child has been tagged in. Images taken will only be used on the Aimy Plus Parent Portal and will not be used in our printed and online publicity.

### Do I have to do all bookings and payments online – or can I book in the Centre and pay by EFTPOS?

If possible, we would encourage you to use Aimy Plus for all bookings, as this keeps a good track on all of your transactions. If you are unable to use Aimy Plus, you can come into the Centre and we can register you. You can then continue to pay via bank transfer/automatic payment or by Credit Card or EFTPOS at the Centre.

### What if I need help with Aimy Plus or have questions?

While we are confident Aimy Plus is easy to use, we are more than happy to help you if you are having any problems signing up to Aimy Plus or you have any questions. Please either call us on (07) 579 6530 or pop into see us at the Centre.