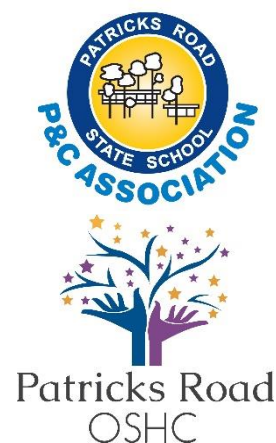


2.14 Bookings and Cancellations Policy

This policy aims to provide families with flexibility when managing the care needed for their children. We do not offer permanent bookings. Families can choose to make routine bookings or ad hoc bookings depending on their needs. Bookings can also be cancelled if circumstances change.

Bookings are able to be accepted when

- The priority of access requirements is followed;
- A completed enrolment form is received for that child prior to their attendance at the service;
- Arrangements are in place to pay for the sessions booked. Direct debit arrangements are preferred. See Fees Policy (10.4) for details.
- Written request for the desired sessions has been received. Eg Term Booking Sheet or email



BOOKINGS

Families are welcome to have regular bookings, ad hoc bookings or any combination of the two.

72 hours notice is preferred for all bookings. (That is, a written request made more than 72 hours prior to the commencement of the requested session), Please note, weekends do not count towards the 72 hour notice period. Requests made less than 72 hours before the start of the requested session will pay an additional levy. Please refer to the Fees Policy (10.4) for further details.

Bookings made without 72 hours notice will be accepted at the discretion of the OSHC Co-ordinator.

Bookings must be made in writing, typically via the Term Booking Sheets or via email oshc@prss.com.au

Booking requests should be made by an authorized parent/guardian and contain the names of the children involved, together with the days, dates and sessions required.

There is no charge for public holidays.

Parents/Guardians are liable for the full cost of fees related to the bookings they have made. Child Care Subsidy (CCS) may be available to reduce the out of pocket cost for families. Access to this subsidy needs to be organized by Parents/Guardians through Centrelink. Unpaid fees are likely to limit future access to the service. Outstanding balances will be managed in accordance with the Fees Policy (10.4).

CANCELLATIONS

Families are welcome to cancel bookings if they no longer require a session that has previously been booked.

72 hours notice is required for all cancellations. Cancellations made with more than 72 hours notice will be cancelled without charge. Cancellations made with less than 72 hours notice will be marked as an absence and count towards the child's allowable absence cap. Allowable absences are charged at the same rate as attended sessions and remain eligible to be subsidized through CCS.

All cancellations must be made in writing via email to oshc@prss.com.au

ABSENCES

Cancellations made with less than 72 hours notice will be counted towards the family's initial 42 absence days for the current financial year.

Absence days can be taken for any reason (provided the day being reported as an absence is a day on which care would have otherwise been provided). Absences cannot be recorded for a child before the child has begun care or after a child has left care.

Additional absences beyond the initial 42 days can be taken in specific circumstances. Please contact the Service Coordinator or Centrelink for further details.

Other related policies: 2.3 - Educator Ratios, 2.4 - Arrivals and Departures of Children, 3.5 - Excursions, 9.2 - Enrolment, 9.3 - Communication with Families, 10.4 - Fees.

Date of Development	Date Ratified	Date of Review
20.10.19	18.11.19	18.10.20
23.11.20		