

## CANCELLATION OF BOOKINGS

### **Cancelling Permanent Bookings in Before and After School Care**

If you need to cancel your child's permanent booking in before and after school care, please contact the service either in person, by phone or email. We require 2 weeks notice of cessation of care.

### **Changing Permanent Bookings in Before and After School Care**

If you would like to change your child's permanent booking in before and after school care, please contact the service either in person, by phone or email. We can make any changes you require from the start of the week following notification, provided places permit. Please note that we require notice in writing of permanent booking changes.

### **Absences in Before and After School Care**

If your child has a permanent booking (ie the place is held for them each week without you having to make a booking each time), any absence from care due to illness or any other reason is still payable. Under CCS regulations, children may take up to 42 absences per financial year which will still attract CCS reductions. Once the 42 absences have been exhausted, further absences will be charged at the full rate. Families may provide relevant documentation such as medical certificates, copies of court orders etc which may qualify the absence as an approved absence once the 42 absences have been exhausted. Please ask us if you need more details.

### **Cancelling Casual Bookings in Before and After School Care**

If you need to cancel your child's casual booking previously made for before and after school care, please contact the service either in person, by phone or email. Cancellations are not able to be made via the iParent Portal. If you contact us at least before the end of business the day prior to the day of care, you will not be charged for the cancelled session. Same day cancellations however, will incur the session fee.

### **Cancelling Vacation Care Bookings**

Once the Vacation Care period has commenced, bookings made will be payable if a child is absent due to illness or any other reason. Sometimes swaps to another day of care may be permitted if places are available and if you notify us prior to the day of care. If you made a booking in error prior to the holiday period commencing or wish to request a swap day, please contact the service either in person, by phone or email. Cancellations are not able to be made via the iParent Portal.