

10 CANCELLATION POLICY

For the purposes of this Policy Document Clare OSHC service encompasses Before School Care, After School Care, and Vacation Care unless specified.

Parents need to advise OSHC staff as early as possible if a booking needs to be cancelled.

Before School Care & After School Care Cancellation

HOW POLICY WILL BE IMPLEMENTED (specific policies and procedures)

- * Children booked into Clare OSHC need to be cancelled by 6pm TWO OSHC working day before the booking. e.g Monday's bookings cancellations need to be made by 6pm Wednesday. An extra day will be needed if a public holiday falls in this period.
- * This will be known as an allowable absence. CCB will be deducted from charge.
- * Family Assistance gives each child 42 allowable absence days per year. After 42 days have been used parents have to pay entire fee for session.
- * If cancellation happens after 6pm TWO OSHC working days prior parents will be charged. (See FEE POLICY)

Casual Vacation Care Cancellation

HOW POLICY WILL BE IMPLEMENTED (specific policies and procedures)

- * Children booked into Clare OSHC need to be cancelled by 6pm TWO OSHC working day before the booking. e.g Monday's bookings cancellations need to be made by 6pm Wednesday. An extra day will be needed if a public holiday falls in this period.
- * If Vacation Care bookings are cancelled at any time the \$2 booking fee per day/child will be charged to account.
- * If cancellation happens after 6pm TWO OSHC working days prior parents will be charged for the day and booking fee will be charged. (See FEE POLICY)
- * This will be known as an allowable absence. CCB will be deducted from charge.
- * The bond will be refunded or allocated to fees when a child is withdrawn from the program and written confirmation is received by the Centre (See BOND POLICY)

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