

## **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. Child Care Subsidy (CCS) 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 11 FEES, BOND & PAYMENT POLICY POLICY)

### **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 \$5.00 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 11 FEES, BOND & PAYMENT POLICY POLICY)
- \* This will be known as an allowable absence. CCS 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- \* The bond will be refunded or allocated to fees when a child is withdrawn from the program and written confirmation is received by the Centre (See 11 FEES, BOND & PAYMENT POLICY)

<b>Date</b>	<b>Review Type</b>	<b>Description</b>
March 2002	Created	
May 2005	Reviewed	
June 2006	Reviewed	
Nov 2011	Reviewed	
May 2014	Reviewed	
June 2016	Reviewed	Updated Regulations
June 2018	Amended	
Nov 2021	Amended	Booking fee changed from \$2.00 to \$5.00, Fee and Policy name updated