

# BOOKINGS AND CANCELLATIONS

Happy Haven Out of Schools Hours Care (OSHC) provides quality education and care for primary school-age children outside of school hours and during school holiday periods. Happy Haven OSHC supports children to engage in play and leisure activities, develop new skills and build relationships with other children and educators whilst supporting workforce participation of parents and carers. Happy Haven OSHC is committed to providing quality education and care to all children at an affordable fee for families.

As an approved OSHC provider, Child Care Subsidy (CCS) is available to reduce fees to eligible families. Our fee structure is based on our ability to provide the requirements of the Education and Care National Law and National Regulations, Family Assistance Law, the Australian Taxation Office, and guidelines contained in the Child Care Provider Handbook.

## NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 7: GOVERNANCE AND LEADERSHIP		
7.1	Governance	Governance supports the operation of a quality service
7.1.2	Management Systems	Systems are in place to manage risk and enable the effective management and operation of a quality service
7.1.3	Roles and Responsibilities	Roles and responsibilities are clearly defined, and understood and support effective decision making and operation of service

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS	
168	Education and care services must have policies and procedures
172	Notification of change to policies and procedures

## RELATED POLICIES

Arrival and Departure Policy CCS Accounts Policy Child Care Subsidy (CCS) Governance Policy Dealing with Complaints Policy (Families) Enrolment Policy Additional Fees Policy	Fraud Prevention Policy Governance Policy Privacy and Confidentiality Policy Termination of Enrolment Policy Debt Recovery Policy Payment of Fees Policy
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## PURPOSE

For families to gain a clear understanding of Happy Haven OSHC's fee structure and booking and cancellation terms and conditions prior to enrolment. This policy explains the terms and conditions surrounding booking and cancelling OSHC sessions with Happy Haven OSHC.

## SCOPE

This policy applies to families, staff, Responsible Persons, Nominated Supervisors and Senior Leadership of Happy Haven OSHC.

## IMPLEMENTATION

Booking terms and conditions can be found by all families in their FullyBooked account prior to confirming any new bookings or cancellations.

## BOOKINGS

- Each Happy Haven OSHC service has set session fees for all care types they have been approved for (Before school care, After school care, Vacation care, Early school finish, and Pupil free day). These fees are set forth by Happy Haven OSHC and approved by Governing councils prior to the beginning of a contract at a service. Fee increases and changes are also approved through governing council and any changes are communicated to families with at least 30 days' notice
- Families are required to make their own bookings and action their own cancellations through their FullyBooked accounts. Bookings required after 12:00pm on the day of are unable to be made in the family account and must be made by calling through to the Families Relations Team (08 8155 5444)
- Fees are charged for full sessions (open until closing time) regardless of the actual attendance hours
- Sessions booked with 7 or more days' notice will be charged at normal session fee, bookings inside of this time frame will be charged at short notice booking fee
- For Vacation Care and Pupil Free Day bookings, sessions booked with 14 or more days' notice will be charged at normal session fee, bookings inside of this time frame will be charged a short notice booking fee (this fee is \$5.00 on top of normal session fees). This information can be found in the service specific fee insert.

## CANCELLATIONS

- If there are any changes or cancellations to the days a family has booked in, they must alter their FullyBooked accounts accordingly, or notify the Happy Haven OSHC service. Failure to do so will incur a Not Notified Fee per booking per session (more information regarding additional fees can be found in our *Additional Fees Policy*)
- Cancellations within 7 days of the booking will be charged at full fee (Child Care Subsidy will still be paid on these sessions if the family has correctly confirmed their CCS enrolments)
- Cancellations made with 8 or more days' notice will be cancelled without any charges to the family account
- For Vacation Care and Pupil Free Days, cancellations within 14 days of the booking will be charged at full fee (Child Care Subsidy will still be paid on these sessions if the family has correctly confirmed their CCS enrolments)
- For Vacation Care and Pupil Free Days, cancellations made with 15 or more days' notice will be cancelled without any charges to the family account

## WAITLISTS

- If a session a family is booking in for is full, the family will be asked if they want to be added to a session waitlist
- If a space becomes available 7 or more days prior to the booked session, the Families Relations Team will add this booking in the system and the family will receive a FullyBooked confirmation email of their secured place. If families no longer require this booking, they must notify the Families Relations Team within 24 hours of the booking being added to have this removed at no cost
- If a space becomes available within 7 days of the booked session, the family will receive a phone call from the Families Relations Team to confirm if they still require the booking
- It is a families responsibility to ensure that waitlist bookings are removed if they are no longer required to avoid being added to the session and then responsible for the fees if they miss the notification email
- If a family has a child booked in and a child/ren on the waitlist and we are unable to provide care for both children, the sessions will be removed with no charge to the family.

## SOURCE

Australian Children’s Education & Care Quality Authority. (2014).

Education and Care Services National Law Act 2010. (Amended 2018).

Education and Care Services National Regulations. (2011).

Guide to the Education and Care Services National Law and the Education and Care Services National Regulations. (2017).

Guide to the National Quality Framework. (2017). (Amended 2020).

Revised National Quality Standard. (2018).

## REVIEW

POLICY REVIEWED	MARCH 2022	NEXT DATE	REVIEW	MARCH 2023
MODIFICATIONS	Policy transferred into new Happy Haven formatting with updated T&C information			
POLICY REVIEWED	PREVIOUS MODIFICATIONS		NEXT DATE	REVIEW
Month YYYY	•		Month YYYY	
	•			