

### **I understand that: (Bookings T&C)**

- If there are any changes or cancellations to the days I have indicated, I must alter my Fully Booked calendar accordingly or I must notify the OSHC Service. Failure to do so will incur a not notified fee of \$10.00 per booking per session.
- I abide by my services bookings and cancellation policy which can be found in the services family handbook and site information sheet available on the Happy Haven website.
- I understand that if I have not used the service in a 13-week period, I will need to re-confirm my child's enrolment in MyGov within 24 hours of making my booking or I am liable for full fee.
- I understand that if I do not use the service for a 13-week period, that my child/ren must attend their first booked session to be eligible for Child Care Subsidy and if my child's last booked session(s) were marked as absent, I will be liable for paying full-fee on all of these absent sessions. Even though Child Care Subsidy may have been applied initially, Centrelink will revoke this, and my account will go into a debit.
- I understand that Happy Haven have the right to deny care if my account is outstanding or exceeds an amount higher than \$100.00 owing in total.
- I understand that I must be covering my weekly usage in fees and will not book sessions for more than I am able to make payment for.
- **Cancellations Term Time and VAC -BSC/ASC:** Bookings cancelled outside of 7 days from the day of booking will be cancelled free of charge. VAC: Bookings cancelled outside of 14 days of the booking will cancelled free of charge.  
**Absence Days - BSC/ASC:** Bookings cancelled within 7 days of the booking will be classed as an  
Absence Day.  
VAC: Bookings cancelled within 14 days of the booking

### **Waitlists:**

- If we are adding off a waitlist for a day 7 days or less into the future, we will call a family to confirm they still need a place (if we cannot reach them, then their place will be offered to next on the list)
- If we are adding a booking that is in 8 or more days' time, we will automatically add them off the waitlist and send an email notification. They will have 24 hours to respond and state they don't need the booking if they wish to cancel no charge, otherwise they will be liable for the fees.
- It is in a family's interest to remove themselves from a waitlist if they no longer need the care to avoid being added and then responsible for the fees if they miss the notification email

- If you have a child booked in and one on the waitlist and we are unable to provide space for both children- you will not be charged if you need both children in.

### **Vacation Care Bookings Terms and Conditions where your services offers this care type:**

Please ensure you read all the information provided on the program & the Transport Authority forms to help you and your children have a trouble free, fun and successful holiday.

#### **I understand that by completing Vacation Care bookings online:**

- I understand that any changes to my Vacation Care bookings must be made two weeks (14 days) prior to the day that has been booked. Cancellations after this date will incur a full fee.
- Bookings made within two weeks (14 days) of the required date will incur a short notice booking fee of \$5.00.
- I understand my child will be travelling to and from excursions on private bus hire.
- If due to inclement weather or other unforeseeable circumstances, the Director deems an excursion unsuitable on the day, the service will either go to the cinemas, bowling or the excursion may be cancelled and an in day programmed instead.
- I understand that if Happy Haven are given direction to cancel Excursions by SA Health or The Department for Education that, the program may change, and an alternative activity will be scheduled on site. I will be liable for the cost if I choose to cancel the booking for the days I have booked.
- I understand that if I am Vacation Care only and I do not attend my last booked session that I will be liable for full fee for these unattended sessions if I haven't used the service in 13 weeks.
- I understand that if I exceed my Child Care Subsidy hours, I am eligible per fortnight for that I will be liable for full fee for any sessions exceeding these hours.
- I understand that it is my responsibility to ensure I abide by the Governments regulations and requirements.

### **Excursions:**

- Excursion times are approximate – please ensure all children are at OSHC by the scheduled departure time or you risk missing the excursion
- Children do not need any extra money for excursions as the cost is included in our fees – however spending money is allowed on certain days. Please see program for details. \$\$\$ = **spending money allowed**
- Please send a sun smart approved hat, suitable clothes and shoes, lunch and water bottle for all excursions. Thongs, sandals etc. are not recommended for play.
- We adhere to educator: child ratios, as determined by an individual risk assessment conducted for each excursion. These are available on the site iPad, in the parent area.

### **General Information:**

- Please label clothing, drink bottles and lunch boxes as we get a lot of lost property
- Please encourage your child to read and prepare for Vacation Care days so they are well prepared for the activities
- Please send your child with a **packed recess, lunch and water bottle**. Children are usually very active during the holidays and may also require extra fuel to keep them going. Please do not send your children with lunches that need to be heated or cooked, we cannot heat or cook and food due to WH&S restrictions.
- We will provide breakfast (before 8am) and snacks on certain days (this should be as extra, not a substitute) If snack is provided, it will be listed on the program.
- All Vacation Care periods implement the **NO SUNSMART HAT, NO OUTSIDE PLAY policy**. If children arrive without a hat, one will be issued to them, and a \$12.00 fee added to the account.