



# BOOKINGS AND CANCELLATIONS POLICY



Gladstone Views Primary School OSHC

# **Gladstone Views Primary School OSHC – Bookings and Cancellation Policy**

## **Purpose:**

This policy outlines the procedures for booking OSHC services at Gladstone Views Primary School OSHC. It aims to ensure clarity and consistency for both parents/guardians and staff regarding booking procedures, changes, and cancellations.

## **Scope:**

This policy applies to all children, parents, and guardians utilizing the OSHC service for before school care, after school care, and vacation care programs.

## **Important Note:**

For eligible families all before school, after school and holiday program (vacation care) sessions are subsidised by the childcare subsidy (CCS). Please check your entitlement to reduce out-of-pocket fees via Centrelink. Please refer to Services Australia Childcare Subsidy for eligibility and entitlement.

## **Booking Process:**

### **Making a Booking:**

- All bookings must be made in advance by either email, ClassDojo, calling the school office or letting any of the staff know at the OSHC service.
- Permanent and Casual bookings are both available and must be submitted at least 2 hours before the requested session (1:30pm for After School Care).
- A completed enrolment/booking form is required for all students yearly.
- Bookings are subject to availability (55 spots available every session). Parents/ guardians will be notified if their requested dates/times are unavailable.

### **Changes to Bookings:**

- Parents are required to notify Gladstone Views Primary School OSHC as soon as possible if there are any changes to the booked OSHC hours or dates.
- All changes to bookings must be confirmed by Gladstone Views Primary School OSHC and may be subject to availability.

### **Late Bookings:**

- Late bookings are subject to availability.

## **Cancellations:**

### **Cancellation Policy:**

- Cancellations must be made via phone call or email/ Class Dojo at least 24 hours before the booked date to avoid a cancellation fee
- Cancellations made on the day of the booking may incur the full charge for the session.
- The service may waive the late cancellation fee in exceptional circumstances, such as illness or emergency, at the discretion of the service coordinator or manager. **Parents will need to call/message on Dojo for both OSCH and school**

### **No-Show Policy:**

- If a child does not attend a booked session without prior cancellation, the full session fee will be charged.

## **Payment and Fees:**

### **Booking Fees:**

- Invoices will be sent out weekly with a due amount. The stated due amount must be paid within 2 weeks unless prior arrangements have been made with a staff member due to your circumstances.

## **Late Collection Fee:**

Parents/guardians are expected to pick up their child/ren promptly at the end of their booked session. If the child is collected within 5 minutes of closing time (6pm) there will be a grace period of 5 minutes. If the child is then collected any later there will be a fee of a \$1 a minute on addition to your session fee.

### **Repeated Late Pick-Ups:**

- If late pick-ups occur regularly, a review will be conducted to determine whether ongoing bookings can continue or if a modified arrangement needs to be made.

## **Vacation Care Bookings and Cancellations**

### **Vacation Care Bookings:**

- Vacation care bookings must be made at least one week prior to the start of the holiday period. This allows the service to ensure adequate staffing and resources are available.
- A separate booking form or online registration may be required for vacation care sessions.

### **Vacation Care Cancellations:**

- For vacation care bookings, cancellations must be made at least 48 hours before the scheduled start of the holiday program. Cancellations made after this date will incur a cancellation fee of 50% of the session.
- If a vacation care session is cancelled due to extenuating circumstances (e.g., illness or family emergency), the service may consider waiving the cancellation fee on a case-by-case basis.
- In the case of a no show parents/ guardians will be charged the whole session fee as well as the additional charge if needed.
- Cancellations need to be made via Email, Class Dojo or Telling a staff member prior to the date.

### **Additional Fees and Charges:**

- Holiday Program may have additional fees based on activity pricing. These additional payments must be paid in full before attending the program. Daily fees will be charged after the program week.

## **Communication and Responsibility**

- It is the parent/guardian's responsibility to ensure that all booking and cancellation information is up-to-date, and that bookings are made and cancelled within the time frames specified.
- The OSHC service will provide reminders (if necessary) for parents regarding booking deadlines, but the final responsibility lies with the parents/guardians.

## **Review and Updates**

This policy will be reviewed annually or as required to ensure that it remains relevant and effective. Any changes to the policy will be communicated to parents and guardians.

Review Date: March 2026