

Bookings and Cancellations Policy

Rationale

Fleurieu Occasional Child Care offers families flexible and affordable child care where fees are charged according to the hours used.

Two types of bookings are available, long day care and occasional care. Regular/ongoing bookings are available with both booking structures.

Long day care bookings are charged by either 5 hour or 10 hour sessional blocks.
Occasional care bookings are charged by an hourly rate.

It is vitally important that families give prior notice to cancel occasional bookings which are no longer needed to avoid families on waiting lists missing out on available care and ensuring staffing ratios are met appropriately.

Legislation and Government Requirements

Federal and State Health and Occupational Safety & Health Legislation

Education and Care Services National Law Act 2010 (Vic)

Education and Care Services National Regulations (168 (2) Standard 7.3

Strategies for Policy Implementation

Long day care bookings (bookings charged by 5 hour or 10 hour sessions)

Child care fees are charged for long day care bookings, regardless of cancellations. Absence days will be recorded for long day care bookings and parents will be required to sign for any noted days absent. A medical certificate will be required for absences due to illness that exceed the standard 42 days of child care benefit payable absences.

Care that is cancelled in advance (ie. for holidays or extended absence due to medical reason) will incur a 50% holding fee of normal booking charges.

Occasional care bookings (bookings that are charged by the hour)

Cancellations

Occasional care bookings that are cancelled by 4.00pm the day prior to the booking do not incur any fee charges.

Care that is cancelled by 8am on the day of the booking due to illness will not incur any charges if a medical certificate is provided.

Care that is cancelled without a medical certificate, or after 4pm the day prior to the booking, or there is non-attendance will incur a \$20 flat fee.

Changes to booking times

Families will be charged from their booked time, unless prior notification is given that booking times will change. Therefore, if the booking commences at 8.30am this will be the time charged from, even if they come in later in the morning. If a parent notifies us by 4pm the day prior of the change in time, they will only be charged from the time that the child arrives.

If a parent doesn't notify us of a change in times, the place can be reallocated within one hour of the booking time.

If an ongoing occasional care booking is not cancelled after one week of non-attendance, the Centre may cancel the remaining booking and reallocate to another family.

External organisation group bookings

To ensure places for children in a group booking, organisations can agree to pay for the bookings in full, regardless of attendance.

This booking/cancellation policy ensures the flexible nature of our care continues while ensuring the long term viability of the centre.

Links to Other Policies

Payment of Fees

Dealing with Complaints

Inclusion and Anti- Bias

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