

Booking and Cancellation Policy

Background

Peak Sports and Learning Bookings and Cancellations Policy for Outside School Hours Care (OSHC) is designed to address the growing demand for flexible and reliable care options for children outside of regular school hours. As a service provider, we recognise the importance of accommodating the diverse needs of families while maintaining the sustainability and quality of our programs. To achieve this, we must effectively manage bookings and cancellations to ensure optimal resource allocation and maintain high standards of care.

It is important to know that OSHC has three different service types: Before School Care, After School Care, and Vacation Care. Our booking and cancellation policy recognises the differences between how these care types are utilised by families and how they require different levels of preparation and resourcing by the Service. In recognition of this, it's important to note that each service type has its own procedures regarding bookings and cancellations.

To provide the best possible care and manage our resources efficiently, we ask families to give as much notice as possible when making or cancelling bookings. While we understand that situations can change unexpectedly, advance notice helps us plan and maintain high-quality care for all children.

Considerations

Education and Care Services National Regulations	National Quality Standard/s	Other Service policies/documentation	Other
Regulations: 90, 102, 157, 160 – 162, 168, 177, 181, 183	Standard 1.1, 1.2, 1.3, 2.1, 2.2, 4.2, 6.1, 6.2, 7.1	<ul style="list-style-type: none">- Delivery & Collection of children- Dealing with Infectious Diseases Policy- Medical Conditions Policy- Administration of Medication Policy- Child Protection Policy- Confidentiality Policy- Use of Photographic Images of children- Governance Policy- Fee Payment Policy- Inclusion of children with Additional Needs	<ul style="list-style-type: none">- Australian Government Department of Education Children's Services Handbook

Purpose

The purpose of our Bookings and Cancellations Policy for Peak Sports & Learning Outside School Hours Care (OSHC) is to ensure a clear, fair, and efficient process for managing bookings and cancellations.

This policy aims to:

- Clearly outline the procedures for booking and cancelling care sessions, ensuring all families understand the steps and requirements.
- Establish fair practices for managing bookings and cancellations to ensure all families have equitable access to our services.
- Enable effective planning and allocation of staff and resources, ensuring we can consistently deliver high-quality care to all children.

- Maintain the financial viability of our OSHC services by minimising the impact of last-minute cancellations and ensuring efficient use of our resources.
- Encourage families to adhere to booking and cancellation timelines, fostering a sense of responsibility and cooperation to ensure places are available.
- Ensure that families understand the different requirements for bookings and cancellations for Before and After School Care as opposed to our Vacation Care service which requires a greater degree of resources and planning.
- Families will be informed of their responsibilities regarding making bookings and notifying of absences upon enrolment and through the Enrolment Handbook.

By adhering to this policy, we aim to provide a reliable and well-organised program that meets the needs of our community while maintaining high standards of care and operational efficiency.

Before School Care - Booking and Cancellation Policy

We recognise the need for flexibility in family schedules. Therefore, we offer the option to make changes to your child's schedule without incurring any penalties, provided that changes are made with more than 24 hours' notice prior to the session's start time. Booking and cancellations that occur with less than 24 hours' notice are available however will incur additional fees and charges.

Booking Availability

Families have the option to make recurring bookings for Before School Care for the entire calendar year. This allows for consistent scheduling and ensures that children have a reserved spot in our care program throughout the school year.

Making Bookings & Cancellations

Families have two options to make bookings:

- Online Bookings: Families can conveniently make bookings and cancellations online using the FullyBooked calendar. **Before School Care bookings** can be made online **up to the session start time**.
- Head Office: Families can contact our head office to make bookings or cancellations. During business hours contact our office on 1300467325 or email admin@peaksportslearning.com.au. Bookings or cancellations should not be made through our Educators at the service as they do not have the ability to manage these

Bookings made outside of our business hours, 8am – 5:30pm, must be made online via your FullyBooked calendar.

Late Bookings and Cancellations – Less than 24 hours notice

For any bookings or cancellations within the 24-hour time frame, additional fees or charges apply.

- **Additional Charges for Late Bookings**: Bookings made with less than 24 hours' notice will incur a late booking fee of \$5 per child per session. This fee will be added to the session fee, and Child Care Subsidies will be applied to the total amount.
- **Charges for Cancellations with Less Than 24 Hours' Notice**: Cancellations that occur with less than 24 hours' notice will be charged as absences. This means that families will be charged the session fee, less any Child Care Subsidy, resulting in the usual gap fee for attending. Centrelink will pay subsidies on up to 42 allowable absence days per child each financial year.

After School Care - Booking and Cancellation Policy

We recognise the need for flexibility in family schedules. Therefore, we offer the option to make changes to your child's schedule without incurring any penalties, provided that changes are made with more than 24 hours' notice prior to the session's start time. Booking and cancellations that occur with less than 24 hours' notice are available however will incur additional fees and charges.

Booking Availability

Families have the option to make recurring bookings for After School Care for the entire calendar year. This allows for consistent scheduling and ensures that children have a reserved spot in our care program throughout the school year.

In the event that the centre reaches licenced capacity, a waiting list will be observed. Where any cancellations occur and children are added from the waiting list, the primary contact will be sent an email and text message to confirm the booking.

Making Bookings & Cancellations

Families have two options to make bookings:

- **Online Bookings:** Families can conveniently make bookings and cancellations online using the FullyBooked calendar. **After School Care bookings** can be made online **up to 10am on the day of care** where places are available.
- **Head Office:** Families can contact our head office to make bookings or cancellations. During business hours contact our office on 1300467325 or email admin@peaksportslearning.com.au. Bookings or cancellations should not be made through our Educators at the service as they do not have the ability to manage these.

Bookings outside of our business hours, 8am – 5:30pm, must be made online via your FullyBooked calendar.

Late Bookings and Cancellations – Less than 24 hours notice

For any bookings or cancellations within the 24-hour time frame, additional fees or charges may apply.

- **Additional Charges for Late Bookings:** Bookings made with less than 24 hours' notice will incur a late booking fee of \$5 per child per session. This fee will be added to the session fee, and Child Care Subsidies will be applied to the total amount.
- **Charges for Cancellations with Less Than 24 Hours' Notice:** Cancellations that occur with less than 24 hours' notice will be charged as absences. This means that families will be charged the session fee, less any Child Care Subsidy, resulting in the usual gap fee for attending. Centrelink will pay subsidies on up to 42 allowable absence days per child each financial year.

Emergency Bookings “Walk in fee”

We ask that children do not arrive without a booking. However, we acknowledge that from time-to-time emergencies or miscommunications may occur. In such cases, where a child arrives without a booking, this will be treated as an emergency booking, and a 'walk-in fee' of \$10 will be charged to the family.

Failure to Notify of an After School Care Absence “Non-notification fee”

As per Peak Sports & Learning's Safe Arrivals Policy, failure to notify the service of an absence for After School Care puts significant pressure on Educators accounting for children at a busy transition time from school to Peak. Failure to notify will be treated as a charged absence with the addition of a \$10 charge that is not subsidized through Child Care Subsidy.

Vacation Care - Booking and Cancellation Policy

While we understand that situations can change unexpectedly, Vacation Care planning requires a great amount of resources, including our engagement and organisation of external companies and transport services for in-service activities and excursions. Advance notice helps us plan and maintain high-quality care for all children.

To ensure that we can manage our resources effectively, we ask families to provide at least 7 days' notice when making booking or cancellations for Vacation Care. Subject to availability, bookings and cancellations are available with less than 7 days' notice however they incur additional fees and charges.

The Vacation Care program can carry additional costs on some days as per the programmed activities such as in-service activities and excursions. These additional costs are added to the daily fee and Child Care Subsidy reduces the total amount. Families are required to complete an online authorisation form for excursions booked.

Booking Availability

Vacation Care Programs are released at least 2 weeks prior to the school holidays. Once the program is released, families have the ability to make bookings depending on availability.

In the event that the centre reaches licenced capacity, a waiting list will be observed. Where any cancellations occur and children are added from the waiting list, the primary contact will be sent an email and text message to confirm the booking.

Making Bookings & Cancellations

Families have two options to make bookings:

- **Online Bookings:** Families can conveniently make bookings and cancellations online using the FullyBooked calendar. **Vacation Care bookings** can be made online **up to the session start time** where places are available.
- **Head Office:** Families can contact our head office to make bookings or cancellations. During business hours contact our office on 1300467325 or email admin@peaksportslearning.com.au. Bookings or cancellations should not be made through our Educators at the service as they do not have the ability to manage these.

Bookings outside of our business hours, 8am – 5:30pm, must be made online via your FullyBooked calendar.

Late Bookings and Cancellations – Less than 7 days notice

To manage resources effectively, additional fees apply to bookings made within 7 days, as well as within 24 hours.

- **Bookings made with less than 7 days' notice:** will incur an additional fee of \$5 per child per session. Late booking fees will be added to the session fee, and subsidies will be applied to the total amount.
- **Bookings made with less than 24 hours' notice:** will incur an additional fee of \$10 per child per session. Late booking fees will be added to the session fee, and subsidies will be applied to the total amount.
- **Charges for Cancellations with Less Than 7 days Notice:** Cancellations that occur with less than 7 days' notice will be charged as absences. This means that families will be charged the session fee, less any Child Care Subsidy, resulting in the usual gap fee for attending. Centrelink will pay subsidies on up to 42 allowable absence days per child each financial year.

Emergency Bookings “Walk in fee”

We ask that children do not arrive without booking advice. However, we acknowledge that from time to time emergencies or miscommunications may occur. Emergency bookings can only occur when the service is within their licensed capacity to take the extra booking and staffing is adequate. In such cases, where a child arrives without a booking, this will be treated as an emergency booking, and a 'walk-in fee' of \$15 will be charged to the family.

By adhering to these guidelines, we aim to provide a seamless and supportive experience for families while maintaining the quality and reliability of our Vacation Care services. If you have any questions or need assistance with bookings, please contact our administration team.

Absences

Absences related to illness

Where a child is absent due to illness and a medical certificate is provided to the service within 7 days of the absence, the absence will be amended to no charge. The medical certificate must be emailed to head office via admin@peaksportslearning.com.au.

In the event that no medical certificate is provided, the usual absence charge will apply.

Allowable Absences

Under the Child Care Subsidy families are allowed 42 absence days per child, per financial year. Where a family reaches their allowable absence limit, they may be able to get additional absences if they meet the criteria as set out by Centrelink, Services Australia. Families may be required to provide supporting documents to the service.

Where the allowable absence limit is reached, Child Care Subsidy may not be paid towards a charged absence and full fees will apply.

Absences on the first or last day of an enrolment period

Child Care Subsidy is not payable for absences submitted before a child has started at the service, or after a child's final day of actual attendance at a service.

Enrolment periods as defined by the Family Assistance Law will cease where a child hasn't attended child care for 14 weeks in a row. Where an enrolment ceases and the last session/s are absences Centrelink, Services Australia will recoup any associated Child Care Subsidy and full fees will be payable.

Summary of Booking & Cancellation Fees

Before School Care		
Type of Booking	Time Frame	Booking Fee
Early Booking	More than 24 hours notice	Session Fee
Late Booking	Less than 24 hours notice	Session Fee + \$5

Online Bookings: Bookings can be made up to **the session commencement**.

Cancellations: Cancellations that occur with less than 24 hours' notice will be charged as absences. This means that families will be charged the session fee, less any Child Care Subsidy, resulting in the usual gap fee for attending.

After School Care		
Type of Booking	Time Frame	Booking Fee
Early Booking	More than 24 hours notice	Session Fee
Late Booking	Less than 24 hours notice	Session Fee + \$5
Emergency	No booking made prior to session commencing	Session Fee + \$10

Online Bookings: Bookings can be made up to **10am on the day of care** where places are available. Contact our office for last minute bookings up to 2pm on the day of care.

Cancellations: Cancellations that occur with less than 24 hours' notice will be charged as absences. This means that families will be charged the session fee, less any Child Care Subsidy, resulting in the usual gap fee for attending.

Vacation Care		
Type of Booking	Time Frame	Booking Fee
Early Booking	More than 7 days notice	Session Fee
Week of Booking	Less than 7 days notice	Session Fee + \$5
Late Booking	Less than 24 hours notice	Session Fee + \$10
Emergency	No booking made prior to session commencing	Session Fee + \$15

Online Bookings: Bookings can be made up to **the session commencement** where places are available.

Cancellations: Cancellations that occur with less than 7 days' notice will be charged as absences. This means that families will be charged the session fee, less any Child Care Subsidy, resulting in the usual gap fee for attending.

Version Control Table

Version Control	Date Released	Next Review	Approved by	Amendment
1	June 2024	June 2025	Directors	Enrolment, Orientation and Bookings Policy amended, and separate policy created for specifically Bookings and Cancellations. Amendment of cancellation time frames in all service types.