

## Booking / Cancellation Fee

### **Enrolment and Bookings:**

Enrolment forms and information packs are available from the OSHC Office.

An enrolment form **MUST** be completed by parents/guardians before a child can attend the WPS Out of School Hours Service.

All bookings are essential, please book at least one day in advance to enable us to make arrangements for the appropriate number of staff. Phone 08 8243 2454 and leave a message if the Service is unattended.

Advance bookings for Vacation Care and Pupil Free days are essential, as numbers for these programs are strictly limited and it may not be possible to accept children at the last minute.

Periodically we will send home a contact sheet for families to update their family information.

### **Cancellation Process for After School Care:**

- There is a cancellation fee, applicable to all cancellations.
- For permanent bookings if no cancellation has been made before 2.00pm the previous day, the fee applicable to the session will be charged.
- Please note that the answering machine is checked at 2.00pm daily.
- Note: cancellations can be made anytime by phoning OSHC on 8243 2454
- It is the Parents Responsibility to ensure that all bookings are current and up to date.

### **Fee Policy:**

The Out of School Hours Care Programme requires prompt payment of accounts to ensure that the delivery of a quality service can be maintained.

Parents with overdue fees will be encouraged by the director to discuss any difficulties they may have in meeting payments and to make suitable arrangements to pay. If this is not done, or the agreed arrangements are not kept, the following procedure will apply:

Two weeks overdue - a polite written reminder will be forwarded to the parent.

Four weeks overdue - a letter will be forwarded to the parent, advising that their child's place may be cancelled if the account becomes four weeks overdue. The letter will include a reminder that parents are encouraged to discuss payment difficulties and make suitable arrangements to pay with the director.

Six Weeks of non-payment - if no arrangements to pay have been made, or if made, not kept, the place will be cancelled and debt collection proceedings will begin

Casual Emergency Care: is to be paid for in full at the time of care.