

# Mawson Lakes School OSHC



## **POLICY STATEMENT ON CANCELLATION OF CARE**

The Mawson Lakes School OSHC Service has recently changed the format of our cancellation policy whereby families now are required to give seven days' notice to the service of any changes to booking arrangements.

### **HOW POLICY WILL BE IMPLEMENTED (specific policies and procedures)**

#### ***Before School Care, After School Care, and Pupil Free Days:***

- Seven days' notice is required in writing for cancellation of ALL booked care or changes of care in regards to Before School Care, After School Care or Pupil Free Days. Families who do not notify the service of cancellations will be charged full fees plus the *Not-Notified* fee.
- If a child is sick, full-fees (including Child Care Benefits - CCB), will still be charged. If by the third day the child is still sick, a medical certificate must be produced and only the CCB will be taken for the indicated days on the medical certificate.
- "Not Notified" Fee- If a child is not cancelled and staff must make calls to find out the whereabouts of the child, a \$2 fee will be added to the family's account. This fee also applies to children who are dropped off without a booking and calls must be made to locate parents/carers.

#### ***Vacation Care***

Cancellations are not accepted after the booking due date. Families will be charged for all days booked and sick certificates will not be accepted.

### **EXCEPTIONS**

In the case of a medical emergency or family issue, please discuss with the Director and an alternative arrangement can be made in extenuating circumstances.