



Cancellations – Sick days – Casual care – Holidays

Cancellations:

All cancellations made on the day will be charged at full rate. If you make a cancellation within our 48hr period there will be **no charge**. If you **do not** make a cancellation within our 48hr period it will be charged at **full rate**.

In the case of no notification of being absent full rate will be charged

Sick days:

If your child is absent due to illness the centre must be notified. You are entitled to 3 sick days a year **free of charge**. Once you have used your sick days then you will be **charged at full rate**.

Casual care:

If you book a casual care day and then cancel it on the day you will be **charged full rate**. However, if you ring within our 48hr period you will not be charged.

Holiday days:

All families are entitled to 4 weeks holiday. The difference being the amount of times you come in a week. If you come 1 day a week then your total of holidays will be 4 days, if you come 2 days a week then your total will be 8 days, 3 days a week 12 days, 4 days a week 16 days and 5 days a week 20 days. **All holiday days are charged at ½ rate.**

Late Pickup Fee

A late fee of \$6-00 will be added to your bill for every 5 minutes you are late after 10 minutes of your booked time. If unavoidably late, please ring. Please record in the diary why you were late if you couldn't contact us. You must make it known to the teaching team if anyone else is to pick up your child. You must record this in the diary on the sign in desk or ring to notify us.