

## **Cancellation and Alteration of a Booking**

(Regulation 158 Quality Area 6 & 7)

### **Purpose:**

For families and staff to have a clear understanding of the procedures when a Cancellation (To withdraw or revoke a previous arrangement) or Alteration (To make or become different, changes) of a booking procedure.

Child Care Subsidy (CCS) can only be claimed the first day and last day your child physically attends the centre. EG. If enrolment date has been agreed upon and your child doesn't start until a later, date full fee will be charged until your child has physically been at the centre and signed in. Same goes when terminating CCS can only be charges up to the last day your child physically attends the centre. Any days after that date CCS cannot be claimed and full fee will be charged until the end of the months' notice.

Please speak to office staff if you need further clarification on this matter.

### **Procedure:**

- Four weeks prior notice in writing (letter to the office or email) is required when a place is no longer required or reducing the number of days of attendance.
- Once termination is received you can re-join the waiting list for enrolment on a later date when vacancies become available. You cannot terminate your enrolment for holidays and then expect that you get your spot reinstated on your return. Once a termination is received, we fill the vacancy with the next person on the waiting list. Please let us know if you would like be added to the waiting list.
- Fees must be paid to the end of the notice period.
- Families are **not eligible** for Child Care Subsidy if their child does not attend within the notice period. These days will be charged at the full fee, no CCS.
- Four weeks absence without notice will indicate withdrawal and the place will be cancelled. Full fee will be charge in this instance and no CCS is able to be claimed.
- Any requests for an increase in days or change of days must be given to the service manager/s via email or appropriate documentation.

### **Fee Deposit: LDC**

- When securing a place at the centre for LDC program parents are required to pay a \$100 Fee Deposit. Once enrolment starts this is credited into your account towards fees

### **Fee Deposit: Kinder**

- When securing a place at the centre parents are required to pay a \$100 Deposit. Once an offer is accepted this fee is charged to your account. The second last week of term 4 the Fee Deposit is refunded into your account. If you do not take up all four terms of kindergarten with the centre the holding fee is not refunded.
- If you do not commence the fee deposit is not refunded for both Kindergarten and LDC.

### **Source**

Department of Families, Community Services and Indigenous Affairs, 2006, *Child Care Service Handbook 2006-2007*, Australian Government, Canberra.

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**Review: November 2019**