



All Permanent and Casual and Vacation Care Casual bookings at The Cottage are predicated upon **advance payment** as well as the following:

1. A fully completed and up-to-date *enrolment record* including supply of all additional information (e.g. health and welfare) as requested by the service
2. The enrolment's *Complying Written Agreement* to the opening hours, bookings, fees and payment protocols being as determined by The Cottage. (see website Fees Tab)
3. Parent / Carers having read The Cottage *General Terms & Conditions* and *Casual Booking Terms & Conditions* and *Additional Vacation Care Terms, Conditions & Permissions* (see website About Us Tab)
4. Liability acceptance for fees, irrespective of attendance and of whether a subsidy is subsequently provided by the government to reduce that liability. (see *General Terms & conditions - website About Us Tab*)

Annual Enrolment	\$40.00 per child per year – billed Term 1 each year (or upon enrolment) unless prior advice of termination received in writing.	
Term Time Hours	Before School Care 07:30 to 09:00	After School Care 15:30 to 18:30
Term Time Bookings	<ul style="list-style-type: none"> • Casual Term-time Bookings can be made via 'Xap Smile app' right up to the start and during each session if places are still available. • Bookings <i>NOT</i> made via the 'Xap Smile app' (i.e. emailed) will attract a \$10 admin booking charge. • Term time Permanent (Recurring Weekly or Fortnightly) Bookings can be made via 'Xap Smile app' only the week before the first permanent session. • Bookings <i>NOT</i> made via the 'Xap Smile app' (i.e. emailed) will attract a \$10 admin booking charge. 	
Term Time Pricing	Before School Care Permanent	\$15.50 per child per day
	Before School Care Casual	\$20.00 per child per day
	After School Care Permanent	\$22.50 per child per day
	After School Care Casual	\$31.00 per child per day
Vacation Care Hours	08:30 to 17:30	
Vacation Care Bookings	<ul style="list-style-type: none"> • Vacation Care Casual bookings are to be booked as 'Casual' and made via the 'Xap Smile' mobile app. • Bookings <i>NOT</i> made via the 'Xap Smile app' will attract a \$10 per group request admin booking charge. 	
Vacation Care Pricing	<ul style="list-style-type: none"> • Early Bird rate (bookings made up to midnight last day of term) • Standard rate (bookings made after midnight last day of term) 	<p>\$70.00</p> <p>\$90.00</p>
Absences	<ul style="list-style-type: none"> • To avoid finders fees all absences need to be advised in writing or marked in the Xap Smile App. • Telephonic absence advice will not be penalised so long as the absence is advised in writing directly afterwards. 	
Cancellations	<ul style="list-style-type: none"> • Casual bookings can be cancelled in the Xap Smile app <i>ONLY</i>, right up to a session's start with no penalties applied up to 2 days prior to a session. • Cancellations of a casual term-time session within 2 days of a session will incur a \$5 cancellation fee. • Cancellations of a casual vacation care session within 2 days of a session will incur a \$20 cancellation fee • NO CANCELLATIONS ARE AVAILABLE VIA EMAIL. THEY MUST BE ACTIONED BY THE PARENT IN THE APP. • NO CANCELLATIONS ARE AVAILABLE FOR PERMANENT BOOKINGS. 	
Admin Charges	Penalties and charges are not CCS subsidized	

Rules for Casual, Permanent and Vacation Care Bookings

- All term-time casual and permanent bookings are to be placed online through the Xap Smile app. An admin charge of \$10 will apply to emailed bookings.
- Casual bookings may be marked absent and cancelled by parent / carers on the Xap Smile app. Cancellations cannot be actioned via email.
- Permanent bookings may only be marked absent, *NOT CANCELLED* in the Xap Smile app.
- A Permanent booking (Recurring Weekly or Fortnightly) is for a maximum of 1 year and a minimum of 4 consecutive weeks not including vacation care periods.
- A Permanent Booking arrangement is considered to be comprised of ALL sessions of the week or fortnight and any changes requested will require all those bookings to be ceased and a new Permanent Booking arrangement to be entered by the parent / carer on the app.
- Permanent bookings ceased before the 4 week minimum will be billed at \$30 x 1 week of any ASC perm. sessions ceased and at \$20 x 1 week of any BSC perm. sessions ceased.
- No Permanent Bookings suspensions (for family holidays) or swaps (i.e. trading sessions of equal value) will be offered. Bookings must be either, absented, or ceased and / or recommenced.
- If their child will not be attending their booked PM session Parents/Carers are obliged to notify The Cottage before 3:30pm either by marking their child absent in the app or via email. Failure to do so will incur a \$20 finder's fee.
- Children not handed over explicitly to staff for BSC will incur a NO BSC Explicit Handover fee of \$20.
- Child Care Subsidy cannot (by law) be applied to permanent bookings absences related directly to either early cessation of permanent bookings or failure to provide proper notice of permanent bookings cessation.
- No credit is offered for non-attendance on a Permanent or Casual Before or After School Care or Vacation Care session for use on another day or by another child.
- No refunds are given for non-attendance nor will cancellations or cessations be actioned after marking an absence.
- Parents/Carers are obliged to notify The Cottage by email in advance of any new permanent or temporary pick-up authorisations. Failure to do so will incur a \$20 authorisation check fee.

EARLY DROP-OFF & LATE COLLECTION OF CHILDREN

No child should be left at The Cottage prior to opening time or after closing time.
 Before opening time an early fee of \$30.00 for every 15 minutes or part thereof will be charged.
 and after closing time a late fee of \$30.00 for every 15 minutes or part thereof will be charged.

