



All Cottage Permanent, Casual and Vacation Care bookings are predicated upon the Parent / Carer having demonstrated agreement to the following:

1. Fully completing and up-dating (when requested) each child's enrolment record including supply of all additional information (e.g. health and welfare) as requested by the service
2. Signing of The Cottage's *Complying Written Agreement* as regards the opening hours, bookings and advance payment of fees protocols being as determined by The Cottage. (see website Fees Tab)
3. Reading The Cottage *General Terms & Conditions and Casual Booking Terms & Conditions and Additional Vacation Care Terms, Conditions & Permissions* (see website About Us Tab)
4. Accepting of liability 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.

Overview of Bookings

Before School Care (BSC) 07:30 to 09:00
After School Care (ASC) 15:30 to 18:30
(see further below for Vacation Care)

- Term time bookings can be permanent (recurring) or casual (single session).
- Term time permanent booking rates are set with the expectation that the permanent booking will be on-going for a year.
- Casual bookings are charged at a higher rate but cancellation options are available. (All Vacation Care bookings are 'casual' bookings.)
- Unbooked attendances are not acceptable and an 'Attendance Non-Advice Fee' of \$30 will be charged when unbooked children present.

SHOULD YOU CHOOSE A PERMANENT BOOKING OR A CASUAL BOOKING?

1. Parents should choose casual bookings if they want options to cancel days or if unsure of their needs for on-going, pre-booked sessions.
2. Parents should choose permanent bookings for convenience and price but only when they are certain of the days they require as penalties will be applied for cessations; absences must be paid for and the s/w does not allow for permanent booking cessations to be actioned by parents.

Making Term Time Casual Bookings

- Casual Term-time Bookings are made via 'Xap Smile app' right up to the start and also during each session if places are still available.
- Bookings NOT made via the 'Xap Smile app' (i.e. emailed) will attract a \$20 per session admin booking charge.
- Casual bookings can be cancelled in the Xap Smile app ONLY, up to midnight prior to session's start - no penalties are applied 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.
- NO CANCELLATIONS ARE AVAILABLE VIA EMAIL. THEY MUST BE ACTIONED BY THE PARENT IN THE APP.
- The system permits only 1 cancellation per casual booking after which only an emailed booking request can re-book.

Before School Care Casual \$23.00 per child per session

After School Care Casual \$35.00 per child per session

Casual Term Time Pricing

Term Time Permanent Bookings

(Recurring Weekly or Fortnightly)

- Term time permanent booking rates are set with the expectation that the permanent booking will be on-going for a year but reasonable requests for permanent booking cessations will be accepted and a Permanent Bookings Cessation fee of \$30 will be applied.
- Selected parts of a permanent booking cannot be cancelled. They can only be ceased in their entirety and will be billed regardless of attendance or absence.
- Permanent bookings can be made via 'Xap Smile app' only a full 7 days before the first permanent session. (i.e. only casual bookings can be made once a week has commenced i.e. from Monday; and the permanent booking cannot start until the next Monday.)
- Permanent bookings cannot be ceased by families on the App and can only be ceased or altered by special email request.
- A permanent weekly or fortnightly booking is considered to be comprised of all of the bookings of that week (or fortnight) therefore individual days with that booking cannot be stopped or swapped. The booking must be ceased in its entirety and a new booking commenced.
- Advance notice of at least 7 days is required for cessation of a permanent booking. Families will be notified when their suite of permanent bookings have been removed and then they will need to make new casual or permanent booking arrangements in the Xap Smile App. All permanent booking cessations prior to the end of 2023 will attract a Permanent Bookings Cessation fee of \$30.
- Weekly Permanent bookings are to be made in the Xap Smile App. Emailed requests for weekly bookings, cannot begin any earlier than the following week and will attract a \$20 admin booking charge.

Term Time Fortnightly Bookings

- Fortnightly bookings can **only** be made via email request, cannot begin any earlier than the following week and due to their complexity will attract a \$20 admin booking charge.

After School Care Absences

- To avoid finders fees of \$20 all casual and permanent after school booking absences need to be marked in the Xap Smile App before 3:30 pm.

Permanent Term Time Booking Pricing

Before School Care Permanent \$17.00 per child per session

After School Care Permanent \$25.00 per child per session

Vacation Care

Vacation Care Hours
08:30 to 17:30

- Vacation Care Casual bookings are all 'casual bookings' and are booked as individual full day sessions on the Xap Smile App. (No half days are available.)
- Vacation Care Casual bookings are booked as 'Casual' and made via the 'Xap Smile' mobile app.
- Bookings NOT made via the 'Xap Smile app' will attract a \$20 per booking admin booking charge.
- Casual bookings can be cancelled in the Xap Smile app ONLY, right up to midnight the night before the session, with no penalties applied up to 2 days prior to a session.
- Cancellations of a casual vacation care session within 7 days of a session will incur a \$50 cancellation fee.
- NO CANCELLATIONS ARE AVAILABLE VIA EMAIL. THEY MUST BE ACTIONED BY THE PARENT IN THE APP.

Bookings & Pricing

- Early Bird rate \$ 80.00 (bookings made up to midnight last day of term)
- Standard rate \$ 99.00 (bookings made after midnight last day of term)

Extra-Curricular Activities

With advance notice and authorisation form completion The Cottage charges \$20 per year (or part thereof) per activity for supervising transitioning of children to and from extra-curricular activities on the GRPS Campus (Off Campus Activities are not catered for). An additional late notice fee of \$20 will be applied for late requests (i.e. Authorisation Check Fee).

Admin Charges

Penalties and charges are **not** Child Care Subsidy subsidized.

Extra Rules / Conditions for Casual, Permanent and Vacation Care Bookings

- Permanent booking (Recurring Weekly or Fortnightly) are for 1 year. Permanent booking cessation requests prior to this require 7 days notice and will attract a \$30 penalty. Families are liable for payment of all fees for at least a week after the cessation request.
- 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.
- 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; this includes any unnotified extra-curricular activity transports or day changes. Failure to advise of these authorisations 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. After closing time a late fee of \$30.00 for every 15 minutes or part thereof will be charged.

PayChoice payment transaction surcharges: Visa/MasterCard (1.8% + \$1.00) AMEX (3.60% + \$1.00) Bank Account (\$1.00)