

ABV Care Booking & Cancellation Information

Before & After School Care

Bookings for Before and After School Care can be made on a permanent or casual basis. All bookings must be made via email, SMS or on the Family Enrolment form. Verbal bookings will not be taken or considered.

Permanent bookings are made via the Enrolment form at commencement of care, on a reenrolment form at the beginning of each year or by emailing the Centre Manager. Permanent bookings need to be advised at the beginning of each term.

Casual bookings are made via email or SMS. These bookings can be made at any time (please see bookings & cancellations for fee schedule) and are suited to parents that are shift workers or have alternating rosters.

- **Bookings** must be made **24hrs** in advance, if the booking is made outside of this time frame, a “Late Booking Fee” of **\$5** is charged per child, per session.
 - e.g. Written confirmation must be received by 3pm on a Friday afternoon, to be booked in on a Monday afternoon.
- **Cancellations** must be made **48hrs** in advance, if the booking is cancelled outside of this time frame your booking will be marked absent & full fees charged.
 - e.g. Written confirmation must be received no later than 8am on a Tuesday morning to cancel for a Thursday morning.
 - *Please note: If a medical certificate is supplied charges will be waived.*

Vacation Care

Five weeks prior to a Vacation Care period a “Vacation Care Booking Form” will be available on our website www.abvcare.com.au. Vacation Care bookings can only be made via the booking form. Written, or verbal bookings will not be taken or considered. You are required to go to your Mygov account and confirm your enrolment to receive CCS payments if your child/ren have not attended care in our Centre for 8 weeks.

- **Bookings** must be made by the closing date (refer to Vacation Care Booking Form), if the booking is made outside of this time frame a “Late Booking Fee” of **\$10** is charged per child, per week.
- **Cancellations** must be made 48hrs in advance (via email), if the booking is cancelled outside of this time frame, an “Absent Fee” of **\$20** is charged per booking. If the booking is on an incursion or excursion - charges may still apply.
 - *Please note: If a medical certificate is supplied charges will be waived.*

Swapping of days/bookings will be considered based on individual circumstances otherwise if you desire to change your booking, you will need to cancel & re book as per the above booking & cancellation conditions.