

ABV Care Calvary Bookings & Cancellation Information

Bookings for Before and After School Care can be made on a permanent or casual basis.

Booking preference to be made via xplor app (see set up details below). Email, Text or Family Enrolment form are accepted. Verbal bookings will not be taken or considered.

Xplor App Set up details

1. Create an access code password from your "xplor welcome" email sent out at enrolment confirmation. This has a 7 day expiry limit. Check your junk folder for the email.
2. Download the "Xplor home" app from your apps store and enter your password.



Xplor Home app Icon

3. To create a **booking** – follow details in enrolment confirmation email. We ask you specify whether it is BSC Before School Care or ASC After School Care or VAC Vacation Care by entering ASC, BSC or VAC on the comment box of booking tab

Permanent bookings for before and after school care are made via the Enrolment form at commencement of care, or 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 xplor app. These bookings can be made at any time 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. Booking on the xplor app 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. Absence on the xplor app must be received no later than 8am on a Tuesday morning to cancel for a Thursday morning.
 - Do not use the **holiday** tab on the xplor app for absence's.
 - We ask you specify whether it is BSC Before School Care or ASC After School Care or VAC Vacation Care by entering ASC, BSC or VAC on the comment box of booking tab
 - Please note: If a medical certificate is supplied charges will be waived.

Vacation Care bookings

Approximately five weeks prior to a Vacation Care period our Vacation Care Program will be available on our website www.abvcare.com.au. Vacation Care bookings can only be made via the xplor app. Verbal bookings will not be taken or considered.

- **Bookings** must be made by the closing date (refer to parent email sent out), if the booking is made outside of this time frame incur "Late Booking Fee" of **\$10** charged per child, per week.
- **Cancellations** must be made 48hrs in advance (via xplor app as an absence), if the booking is cancelled outside of this time frame, full session fees are charged.
- Once an Excursion or Incursion Day is booked (via xplor app and signed incursion/excursion form is submitted to ABV Care Management) you will be charged the full cost of the excursion/incursion cost **minus** the day of care charge:
 - 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.