

FEE POLICY

Summary

- Parents / Guardians can book children 5 weeks in advance of the holidays via the Kidspace website, Kidsoft App, email or text.
- Families will receive a weekly statement via email a week prior to their child(ren)s attendance.
- Fees are required to be paid by Direct Deposit **before** Wednesday of the week prior to the child(ren) attending.
 - ie/ Wednesday 31 March for bookings during w/c 5 April
 - ie/ Wednesday 7 April for bookings during w/c 12 April
- Cancellations; (5 days' notice is required)
 - Families can cancel bookings via the Kidsoft App, email or phone.
 - Bookings can be cancelled up to 5 days prior without charge.
 - For cancellations made within 5 days of the booking, fees paid will be forfeited.
 - If fees have already been paid, and a booking is cancelled given more than 5 days' notice, families will receive a refund or credit to their account.
- Non-attendance – Should a child not attend on a day which has been booked (sick on the day, etc), families will not be entitled to a refund of the GAP fee.
- Families are responsible to ensure their Child Care Subsidy (CCS) is in place with CentreLink otherwise full fees will be charged. If full fees are paid, these will be credited to your account, or refunded within 2 business days once our service receives payment from Centrelink.