



Mitcham Community House

Childcare Cancellations and Refunds Policy

Policy number	CC3	Date approved:	7/10/2015 COM mtg Reviewed COM mtg 17/08/16
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PURPOSE

To outline expectations in regard to cancellation of childcare bookings and circumstances under which families can apply for refunds

PROCEDURES

- Families will be informed of this policy on enrolment of their child(ren)
- Families must notify the childcare staff if they do not require childcare for their child(ren) for any session they have booked:
 - Families must leave a message regarding cancellations on our answering service if ringing after hours.
 - Office staff will listen to the answering machine by 9.20 am and advise childcare staff of any cancellations by the commencement of the morning session.
- If a family **does not** notify the childcare staff that childcare is not required for a session they have booked a penalty fee equivalent to one hour's childcare will be charged.
- Childcare Coordinator will notify parents with a regular booking by phone or email, who fail to notify childcare regarding cancellation of a particular session. This notice will advise that families will, on the next occasion, lose their regular booking if notification of cancellation is not received by 9.20 am on the day of their booking.
- Families who pay in advance will not be entitled to apply for a refund of fees if they fail to notify the childcare staff that their child(ren) will not be attending childcare for any session
- Families will not be entitled to apply for a refund if they fail to notify the childcare staff that their child(ren) will not be attending school holiday childcare
- All refunds are at the discretion of the Manager

Related Documents-Childcare Handbook

AUTHORISATIO

Signature of Committee Chair	
Date of approval by the Committee	