

READY SET GO



CANCELLATION OF CARE POLICY

PARENT CANCELLING CARE

It is the parents right to cancel care of their child at any time.

It is the centre policy that the parent must give 2 weeks notice prior to the date which the child will end care. This notice must be in writing or the parent needs to verbally notify two staff members.

In the event where sufficient notice (2 weeks) is not given to the centre the parent will be billed accordingly:

- If no notice is given, the parent will be billed for 2 weeks after care has ceased.
- If 2 weeks notice is given, the parent will not be billed after care after the centre has been notified.

CENTRE CANCELLING CARE

It is the Centres right that we can withdraw a child's place if:

- fees are not paid (**refer to Payment of Fees Policy**).
- a child continually displays aggressive behaviour towards staff or other children.
- a parent/guardian continually displays aggressive/abusive behaviour towards staff or children.

If a child/ren are away for 3 consecutive weeks without giving the centre notice then the centre may automatically cancel that child/ren's booking. The family will be billed for the 3 weeks that the child/ren haven't attended but will not be charged once staff have cancelled care.

Please note parent/guardian's will be charged full fee when a child has not attended, and centre has not been notified. A holding fee charge (75% of regular fee) will only be charged when the centre has been previously notified of the absence (refer to Holding Fee Policy).

Policy reviewed by – Georgina Buck (Director) May 2025