

LATE FEE POLICY

Late Pick Up Charges The service closes at 6.00 pm	A fee of \$15.00 within the first 5 minutes per child \$1.00 per minute per child after this	For 3 or more, late collections within a term an additional fee of \$50.00 will be charged to the account.
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Permanent Booking Cancellations require 5 working days' notice in writing to avoid being charged.

If less than 5 working days' notice in writing is given, permanent fees will still apply for days booked, and 5 days from the date notice was given.

Casual cancellations require notice the day before the session booked, to avoid being charged.

If less than 5 working days' or no notice is given the day before fees will still apply for the sessions booked.

Cancellations for Vacation Care Bookings, permanent or casual require 5 working days' notice in writing

We ask for your cooperation by collecting your child/ren before 6.00pm. Late pick-ups are upsetting for the child and stressful for all staff.

There is an additional late fee for families who are late more than 3 times per term.

The process for this fee being charged is as follows:

- 1. 1st Late Fee - usual late charges will apply**
- 2. 2nd Late Fee – usual late charges will apply**
- 3. 3rd Late Fee – usual late fee will apply and an additional fee of \$50.00 will be added to your account.**

Parents/Authorised persons who collect their children after 6.00pm will incur late fees. This fee includes parents who call and advise they will be late. Due to staffing, programming and availability of places, No Swapping of Days will be permitted.