



VACATION CARE BOOKING TERMS & CONDITIONS

Fee Payments

- In applying for enrolment, I hereby **acknowledge** that I am **wholly responsible for all fees payable** to Sutherland Shire Council, in respect to my child/ren being in care.
- I understand that **any fees** paid are **not refundable** or **transferable**.
- I am aware that bookings are subject to availability and the early bird rate will not apply after the advertised early bird closing date. Please refer to the current Schedule of Fees & Charges on Council's website.
- I am aware that I am required to enter either my bank account details or credit card details in my My Family Lounge account and ensure funds are available on the dates prescribed for direct debit payment.
- I am aware that I am liable to pay for my booked days and excursions and I cannot cancel or exchange days within seven days of my booking.
- Payment will be processed on a weekly basis during each Vacation Care period.

Child Care Subsidy

- I understand that I am responsible for registering for Child Care Subsidy and accepting my Child Care Subsidy enrolment in my myGov account before each Vacation Care period, otherwise Child Care subsidy will not be applied to the fees. I must access my myGov account to confirm my enrolment before each Vacation Care period.
- I acknowledge that if there is no Child Care Subsidy approval at the time of my booking I am liable to pay full fees. Back dates will not be performed. Claims of Child Care Subsidy will need to be made by the parent directly with Centrelink.
- Children must be aged 13 years or under and not attending high school/secondary school to be eligible. It's possible the Subsidy could still apply for this category however families will need to initiate contact with Centrelink to determine their eligibility and next steps.

Injury or Loss to Person or Personal Property

- I understand that whilst every care and precaution will be taken, Sutherland Shire Council and its staff are not responsible for any injury, damage or loss to my child or their possessions whilst at the Centre or on an excursion.

Privacy And Storage Of Information

The details provided may contain information that is personal information, which identifies you etc., for the purposes of the Privacy and Personal Information Protection Act. The purpose of collecting this information is to enable the Council to consider matters under related legislation, issue related documentation where required and other associated matters as provided by law and will be utilised by Council officers in assessing the proposal and other associated activities. The information may also be made available to other persons where such access is in accordance with the relevant regulation and requirements in this regard. The information will be stored in Council's records system.

Booking Conditions

- I cannot cancel or exchange days within seven days of my booking.
- Bookings received after the Early Bird fee closing date will be charged the daily fee rate. Where eligible, Child Care Subsidy will be reflected in your total amount owing.
- I can add days up to 10am the day prior to care required.
- I am aware that failure to provide signed permission for my booked excursions/incursions before the excursion/incursion date will result in my child being unable to participate in the activity. I will also be liable to pay the excursion/incursion fee.
- I understand that my booking will be automatically cancelled if I have any existing outstanding debt with Children's Services.

First and Last Day of booked Vacation Care Session & Child Care Subsidy

If your child does not attend on their Vacation Care start date, Centrelink will not pay any Child Care Subsidy until the first physical attendance of your child at the service and full fees will be payable for any consecutive absences from the booking start date.



If your child is absent from Vacation Care on their last booked date with us, or any consecutive days in the lead up to and including the last booked date, you will not be eligible to receive Child Care Subsidy for those particular days and full fees will apply.

Please contact us on phone 9710 0466 if you have any queries regarding this Federal Government ruling, which is part of the Government's Family Assistance Law.

Excursions & Transport

- I understand that excursions may be cancelled due to low numbers and my fees account will be amended accordingly.
- I understand that due to numbers and staffing, my child may be transported to and from another centre if they are not attending an excursion, and I will be notified of this at the centre.