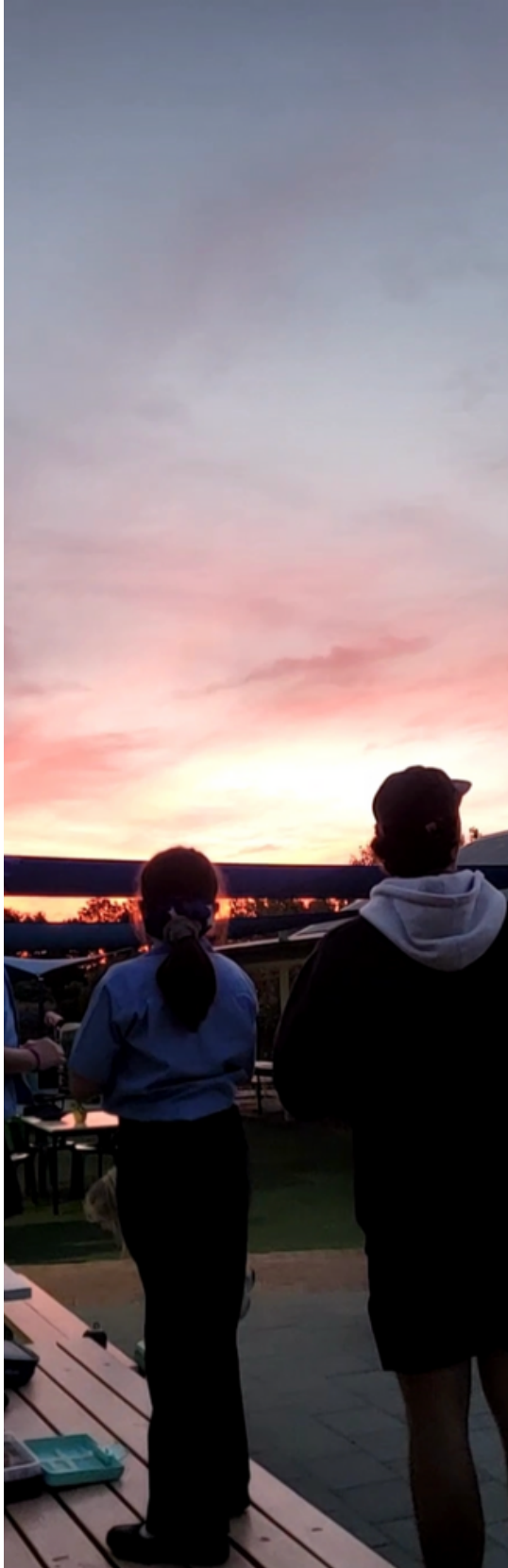


# BOOKING & CANCELLATION



## **BOOKING REQUIREMENTS**

In order for parents/guardians to make a booking at our centre, their child/children need to be enrolled and approved by the nominated supervisor before commencement.

## **HOW TO MAKE BOOKINGS?**

Our Service allows parents/guardians to create bookings via FOUR options:

1. Term booking forms. Emailed at the end of each term.
2. Bulk 2023 Bookings. Also on the above form, you can choose to create an ongoing booking for the year or a bulk period. eg. Tues BSC for the year.
3. Mobile App Booking through Xplor Home - Ideal for casual bookings
4. In writing via email

## **TERM BOOKING FORMS**

Term booking forms are emailed out to parents/guardians before the commencement of each term/vacation care period or can be accessed from the Service. The form allows parents/guardians to nominate the preferred days and sessions of attendance for their child/children. These days will remain in place for the duration of the term/ Vacation Period as indicated on the form. Changes to any bookings need to be submitted to the Supervisor in writing via email. If your child/children is/are going to be absent from a booked session, kindly inform the supervising officer to allow another child to take their place.

## **XPLOR HOME APP BOOKINGS**

XPLOR HOME allows parents/guardians to view the available bookings for a Service on any given day via the app and instantly book a session. Download -



- Xplor Home App though App Store or Play Store

- Log in using email and password credentials

For more information: <https://support.ourxplor.com/hc/en-us/articles/360037772111-Home-App-Creating-Bookings>

## **CANCELLATIONS**

**Before & After School Care:** If you no longer require a booked session, please notify the service in writing by 6pm the day before to avoid incurring a fee. Any non attendance after this time your child will be marked as absent and fees will be applied as usual.

**Vacation Care:** Once a booking has been made we are not able to cancel the requested session and families will be charged the fees for that session. However, if notice is given and your child/children's spot can be replaced, your session will be cancelled and you will not be charged for the session.