BOOKINGS, ABSENCES AND CANCELLATIONS

BOOKINGS

Catholic Education - Diocese of Rockhampton endeavours to provide support for the families of children in education and care. To ensure that this support is available to as many people as possible, assistance is requested of parent/carers to notify the service of their requirements in advance.

- **A permanent booking** is where a child attends regular booked days and holds a current enrolment
- **A casual booking** is where a child attends on an occasional/irregular basis and holds a current enrolment

The **Booking Form** requires Parents/Carers to nominate the days on which children will be attending the centre. These days will remain in place for the period as indicated on the form, or if no period is indicated, the service will keep the booking in place until the remainder of the year or until written notification is received.

Permanent changes to bookings will need to be submitted to the Coordinator in writing. Casual changes due to unforeseen circumstances may be submitted to the service using the Register of changes to OSHC bookings book, via email phone call or text. Email is the best way to make changes if you are unable to come in and fill details in the book as there will be written record of your notification.

ABSENCES

Notice is required if children are unable to attend on booked days. Failure to provide notice will result in full fees being charged. No fee is charged for bookings, either casual or permanent when notification of an absence is received within the prescribed timeframe.

**Before School Care**
- Notice of absence received by ………………… 3pm the day before

**After School Care**
- Notice of absence received by………………… 5pm the day before

**Vacation Care**
- 24 hours notice

CANCELLATIONS

Families wishing to cancel an enrolment must submit the cancellation in writing to the Nominated Supervisor.

Should the service need to cancel an enrolment, the Nominated Supervisor will follow the cancellation of an enrolment procedure as per the Fee Procedure and the Cancellation Procedure.

EMERGENCY CARE

Limited emergency care places are available. Should use of these places be required on more than 3 occasions during the term, consultation with the Diocesan Coordinator will be required.

An **Emergency Care Notice** will be completed for children being taken into emergency care and to notify other parents/carers that emergency care is being given if that care causes the service to exceed licensed places.

If licensed places are exceeded as a result of emergency care being provided, an **Emergency Care Notice** will be displayed.

Emergency care over and above licensed places is limited to:
- One child or
- A group of siblings from the same family