

## **Vacation Care Booking /Payment Information**

**Bookings cannot be made without full payment at the time of enrollment.**

If faxing—please check your **Fax Transmission Report**.

One enrolment form must be completed for each child attending

### **Booking Procedure: Enrolment Period:**

Read the booking conditions and information and complete the enrollment form.

### **Return Enrollment form**

Payment can be made by cheque or credit card (Visa or Mastercard),

Payments will not be processed if childrens placements on requested days are not possible, you will be contacted in this instance.

**RETURN BY MAIL, FAX** or by dropping the forms into Play Planet 18 Wattle Road Brookvale , Fax 99395915

**Vacation Care, Play Planet  
18 Wattle Rd  
Brookvale 2100**

**Need Assistance: Please contact Alex 0411659034 or Frances 0451 514846**

No responsibility is taken for lost faxes, mailed bookings or dropped off forms. Parents should check to ensure the forms have been received.

Play Planet reserves the right to cancel programs if there are insufficient enrolments at no cost to the participant.

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### **Refunds, Transfers Cancellations**

There are no refunds, credits or transfers for days booked and paid for without a medical certificate. Credit for a future programme date will be given, requests must be made in writing to the OOSH Coordinator with attached medical certificate and must be received no later than two days after the booked day.

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### **Priority of Access**

All Vacation Care centres are required to follow the ‘enrolment priority of access’ guidelines of the Federal Government.

Priority of access will be given in the following order: **1.** A child at risk of serious abuse or neglect. **2.** A child of a single parent who satisfies, or of parents who both satisfy, the work/training/study test under section 14 of the Family Assistance Act. **3.** Previously attending children.**4.** Any other child.

### **Pick up Drop Off**

Children will only be allowed to leave the Centre accompanied by an adult nominated on the Enrolment Form. Notice in writing is required if the child is to be collected by anyone not nominated on the Enrolment Form. Centre staff will make an alternative arrangement if a person collecting the child appears to be under the influence of alcohol or drugs or if the child could be at risk and this is up to staff discretion.

Parents/Guardians are responsible for ensuring they have all information required.

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### **Parking**

There is street parking outside Play Planet, or Play Planet parking building off Ada st. At busy times of the day there is plenty of parking in Amourin St, with a council walkway to wattle between houses # 30 – 32. This would be the best option for parents dropping off at 8.45am

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### **Late Pick Up**

Program hours are to be strictly adhered to. Please ensure participants arrive and are collected on time. A Late Fee of \$20 per 15 minutes late will apply—or part thereof.

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### **What to Bring**

**Children must wear SOCKS, they will remove their shoes.**

**Please send children in joggers as the excursion to the park for ball sports requires suitable footwear.**

**PLEASE ensure children have sunscreen applied and a named water bottle is sent with your child**

Please make sure the children wear appropriate clothes for venue equipment.

Children to bring an art smock or apron or change or old change of top and plastic bag,

**PLEASE do not bring TOYS or valuable items**, no responsibility will be taken.

**NO FOOD** is to be brought into PLAY PLANET

We ask that children do not bring their own money as they will not be able to purchase at the café during vacation care hours.

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### **Reduced Fees**

Families accessing the Child Care Benefit (CCB) scheme for the first time who have not received an assessment notice from the Family Assistance Office are required to pay full fee before a booking will be accepted. Refunds will be issued provided Play Planet receives an assessment notice within 2 weeks of the child's first day at Vacation Care. All requests for reimbursement must be made in writing including the original receipts issued by Play Planet within 2 weeks of the completion of school holidays.

**All parents MUST register for a Customer Number with the Family Assistance Office whether they wish to receive child care benefit or not.**

Parents will need to provide the service with their Customer Number, Date of Birth, Child's Customer, Number and Child's Date of Birth.