

Hotham Daycare

Payment structure, late fee and cancellations



Prices

Prices for half- day, full-day and hourly rates can be found in the “Booking Information” section of the “Parent Information Manual”.

Bookings and payments can be made by phoning the Day Care Centre on (03) 5759 4418.

Child pick up:

- Our morning session ends at 12:15pm;
- The afternoon session and full day sessions end at 5:00pm.

Late Fee

1. Parents must make every effort to contact the centre in the event that a late pickup is likely;
2. Staff members will remain with children until children are picked up or other arrangements have been made;
3. A late fee is applicable and will be charged at the rate of \$10.00 per 5 minutes - this is a “per child” rate;
4. In the event that the buses are running late, every attempt must be made by the parents to contact centre management to avoid a late fine.

Cancellations

- A full refund will be issued only on bookings that are cancelled in advance of 48 hours prior to the commencement date of the reservation;
- Cancellation of less than 48 hours notice (prior the commencement of the reservation) before 9:30am on the day of the booking, will result in the loss of the booking deposit of \$50.00 per child per day;
- Cancellations by way of NOT SHOWING UP will result in the loss of the full payment for the duration of the non-attendance;
- An application for refund MUST be made within 48hours of cancellation and CANNOT roll over (*transfer*) to another day;
- Cancellations made by centre management due to Lifts on standby, may result in either a full refund, transfer of day, or a snow credit;
- Cancellations of either of the Introduction to Ski programs will follow the ticket policy displayed in all ticket outlets as ticketed items are not refundable.

If a child is ill an application for refund may be made directly to the Day Care Centre Management. A certificate of illness from a doctor may be required before the application may be considered. Cancellations for illness need to be made by 9:30am to be eligible for a refund.

Application for refund of monies due to cancellation may be forwarded, in writing, to the Day Care Centre Manager within 48hours of cancellation.

Note: A fee may apply in the event that Day Care staff have made every reasonable attempt to contact a parent or guardian due to an ill or distressed child, and that parent has not responded within 1 hour of first attempt for contact. Parents must ensure that all mobile phones are switched on and fully charged. If attempts have been made and unsuccessful due to “flat battery” or “phone switched off”, a fee may still apply.

Parents/guardians MUST ensure they are contactable at all times