

FEES AND CANCELLATIONS

Norwood Out of School Hours Care strives to give you the best quality care for your children as well as to keep fee costs at an affordable level. As many parents are entitled to Child Care Subsidy fee reductions the costs will vary depending on the percentage of your CCS as assessed by Centrelink.

The income generated by fees charged to parents is the only form of income for Norwood Out of School Hours Care Inc. The Service relies on the prompt payment of accounts to ensure that the delivery of a quality service can be maintained.

Session Fees:

Session	Fee Type	Cost
Before School Care	Standard	\$23.00
	Same Day Booking	\$28.70
After School Care	Standard	\$34.45
	Same Day Booking	\$37.90
Early Closure	Standard	\$42.50
	Same Day Booking	\$47.10
Vacation Care (incursion/excursion)	Early Bird	\$78.20 /
		\$89.70
	Standard	\$89.70 / \$101.25
School Closure/ Student Free Day	Early Bird	\$66.70
	Standard	\$78.20

Norwood Out of School Hours Care

37 Osmond Terrace, Norwood, SA, 5067

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Lowana: 0455 074 739

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Invoicing:

Invoices are sent the first business day of the week for attendances the previous week. They are sent to the email address nominated by you on your enrolment form. If you wish to change the address these are sent to, or add an additional email address, please contact the service.

Payment Options:

Payment method is selected upon enrolment from one of the two options below. If you wish to change your payment method or card details please contact NOSHCH and complete a Detail Update form.

Direct Debit:

Norwood OSHC will debit payment from a nominated card (Visa/MasterCard) on a weekly basis within 5 days of sending your invoice. No Bond payment is required for this option unless there are regular issues in processing payment from your card.

Electronic Funds Transfer:

Personally transferring payment into our account via Internet Banking (a \$50 bond is required when choosing this option). Payments must be made regularly at no more than 14 day intervals covering the full amount owed. Fees apply for overdue payments.

Bank BSB: 105-010 Account No: 071961540

Payment

It is the account holder's responsibility to ensure sufficient funds are available and to notify NOSHC if anything may impact account processing/payments.

For term bookings payment will be processed the week AFTER attendances and invoices will be sent before any payment processing is attempted.

Vacation Care/School Closure/Student Free Days require funds to be available for processing at the time of submitting a booking form. Payment is required before bookings can be confirmed.

CANCELLATIONS

Should you no longer require a booking you must notify NOSHC of your cancellation in writing to noshcemail@gmail.com as soon as possible.

The School Front Office does not ever notify NOSHC of your child's absences from school or NOSHC.

Cancellations can be made at any time however, if you wish to avoid being charged for the session, please note cancellation times below.

*CCS will still be applied for absences for eligible accounts. CCS allows for 42 absentee days per year.

Before School Care/After School Care:

Notification must be received by 6pm 7 days prior to the booking for the booking to be removed (no fee). It will otherwise be charged as an absence (full fee).

Example: to cancel Before School Care on Tuesday you would need to give notice before 6pm the Tuesday of the week before to avoid charges.

Vacation Care/School Closure/Student Free Days:

Cancellations at any time after booking for these sessions will be charged as an absence (full fee). No refunds or booking substitutions are available for these sessions.

Other fees:

Un-advised Absence/Attendance Fee: \$12 per child

OSHC Sport and Leisure Program: \$17 per child per term

Late collection fees: \$2 per minute

Declined Card/Overdue fee: \$10

Hat/Water Bottle fee: \$20

Unadvised absence fee for After School Care:

If no communication is received by 10am on the day of the cancellation an un-advised absence fee will be applied to your account.

NOSHC Sports and Leisure Program

Norwood OSHC contracts an array of professional providers to run a diverse after school program of sports and recreation programs between 4pm and 5pm on 2 delegated afternoons per week for 6 weeks each term. A fee is applied to all accounts with after school bookings, once per term to accommodate the cost of this wonderful program.

Late Collection

The service closes promptly at 6pm and we require that all children are collected before this time. However, we know that there are sometimes circumstances outside of your control. We require that if you are running late that you contact the service as soon as possible BEFORE 6pm to inform staff. An educator will always remain after hours to supervise any child who remains at the service after 6pm until they are collected.

Declined Card Fee

If payment cannot be processed for any reason you will be charged a declined card fee each time payment processing is unsuccessful.

Hat/Water Bottle Fee

During Vacation Care we require that each child has their own wide brim hat and drink bottle. If these are not provided a fee will be charged per item that NOSHC has to supply to a child.