





VACATION CARE APRIL 2025

Operating Hours

Open: 7am **Close:** 6:15pm

Parent Responsibility

Use the Xplor home app to mark children absent if they are not attending the session.

Keep up to date with program changes via the messenger section of your Xplor Home app.

Arrive on time for excursions & fill out excursion permission notes and waivers.

Provide children with enough food for the day.

Dress children appropriately and label all personal items with children's names.

Keep unwell children at home.

Booking Procedure

Bookings are made via the Xplor Home app.

Tap the **+ New** icon on your bookings calendar page to request Vacation Care bookings.

Once you have selected the sessions you wish to request, don't forget to check out your "pram" to submit the booking request.

You will receive a push notification as soon as your booking has been approved. You can also check your notifications via **Accounts > Inbox > Notifications** in your Xplor Home app.

If the session you have requested is already booked to capacity, your booking will be rejected by admin and added directly to the waitlist for that session.

We will notify you via email when a waitlisted session becomes available.

Booking Cancellations

Bookings for the April Vacation Care program close on <u>Friday 4th April</u> (Week 10)

You may cancel Vacation Care bookings without charge up until the bookings close date , Friday 4th of April, by sending us an email at bookings@tpsoosh.com.au.

If you cannot attend a confirmed booking for any reason, and cancel the booking after the bookings close date, you will be charged the base rate for that session.

Cancellations made within 24 hours of the booking must be marked absent via the Xplor Home app and will be charged the full fee for that session.

New Fee Structure

Fees and Billing

In-Centre = \$75 (Base rate) Incursion = \$70 (Base rate) + Activity Cost Excursions = \$90 (Base rate) + Activity Cost + Transport Cost

Vacation care fess will be charged fortnightly via direct debit as part of the normal billing cycle.

CCS - If you claim CCS for your OOSH fees, CCS will also be applied to your Vacation Care fees and you will only be charged the Gap Fee.

Please ensure that your account and card details are up to date to ensure payments are successful.