



OSHC - CANCELLATION POLICY

The following Policy guidelines are in place to address ongoing cancellation issues with the OSHC Program. With the increasing numbers of families wanting to access the program we need to be able to make available all positions at each session.

All families who have a permanent or casual booking must cancel:

- Before School Care bookings by 6pm the day prior
- After School Care bookings by 8.30am on the day if they are not going to use the service.

If bookings are not cancelled, families will be charged for the service.

- If you fail to cancel your afternoon session 3 times you lose your spot and go to the bottom of the waiting list.
- If you cancel the same day more than 3 times in a term you will lose the permanent booking.

Cancellations need to be made by either **text message or email**.

Families will be provided with a cancellation number. If you wish to query or dispute the account you must be able to quote the cancellation number.

Mobile: 0407 351 708

Email: oshc.preston.ps@education.vic.gov.au