

RE: Non-Notified Absence's

Hello ,Northpine OSHClub Families,

In December 2023, all families were sent out an email regarding changes to our fee structure for 2024 and some changes to some Booking Terms and Conditions In line with industry standards.

As of Term 1, 2024:

Non-notified absence fee – The service must be notified if your child will not be attending an afternoon session. Failure to provide notice will mean the service delivery team cease other duties until your child is located or accounted for and may result in a call to emergency services. If the service is not notified of your child's absence prior to the Stay and Play session start time a \$20 fee will be charged to your account.

To ensure you don't get this \$20 fee, please ensure you are notifying the service via phone call, text message. 0429 171 704

Reminder of the Cancellation Periods:

Early Bird Adventure (this might not be important for QLD)

Cancellations: To avoid out-of-pocket costs cancellations must be made 14 or more days prior to the session date. If a child cannot attend and notice is provided within 14 days, the booking will be marked absent and regular gap fees will apply.

Flexible Adventure

Cancellations: To avoid out of pocket costs, cancellations must be made 48 hours or more prior to the session start time. If a child cannot attend and notice is provided within 48 hours, the booking will be marked absent, and regular gap fees will apply.

Last Minute Adventure

Cancellations: Last Minute Adventure bookings are not eligible for free cancellation. If a child cannot attend on a particular day, the child's absence must be notified before the session start time. This can be done via the parent portal, via an email or phone call to our Customer Experience Team 1300 395 735, or via direct contact with the service coordinator. The booking will be marked absent, and the regular gap fee will apply.

Please do not hesitate to contact us for further assistance.

For further information, please contact the service on 0429 171 704.

Kind Regards,
OSHClub Northpine Team