



# Terms & Conditions of Enrolment

Welcome to Explorers Early Learning. Please review the below Terms and Conditions and familiarise yourself with this additional information relating to your Enrolment at Explorers.

For further information regarding our Code of Conduct and Policies and Procedures, please contact our Family Support Team. These documents can also be viewed at any time at your Explorers Centre.

## General Terms and Conditions of Enrolment

Families will:

- adhere to our Code of Conduct.
- adhere to our Policies and Procedures to ensure that the safety of all children and staff are not compromised.
- ensure up to date immunisation records are provided in line with the 'No Jab No Play' legislation.

## Accepting a Place and Fee Bond

Upon accepting an enrolment offer, Explorers' families are required to pay a bond for each child. The bond amount is emailed to families in their Offer of Enrolment.

**Bonds are refundable subject to no outstanding fees and receiving your intention to cease care in writing with four weeks' notice.**

If your child does not commence at Explorers, your bond will be forfeited and not refunded regardless of the amount of notice provided.

## Delays to Commencement

Any requests to delay commencement dates from your Offer of Enrolment are at the discretion of Explorers. Requests to delay commencement may mean forfeiting your place at our Centre.

## Enrolment Fee

An enrolment fee of \$75 will be charged on your first invoice.

## Welcome Pack

Upon enrolment, you will receive a Welcome Pack consisting of:

- Explorers Wet Bag
- Explorers Sun Hat
- Explorers Beanie
- Explorers Belongings Bag

## Orientation Charges

Orientation sessions are charged at 50% of the daily fee. Child Care Subsidy (CCS) applies to orientations.

## Days of Enrolment

All enrolments must include a permanent booking on a Monday or Friday.

## Sick Days

When a child is absent due to illness, please mark them as absent in the Xap app. Your normal daily fees will be charged.

## Public Holidays

Families are required to pay their normal daily fees for public holidays.

To support our families, Explorers will offer a 'make up day' for each public holiday that falls on your permanent booking day, provided we can accommodate the dates you have requested. Families can request a make up day in the Xap app.

The following conditions apply for make up days:

1. Make up days need to be booked within twelve months and are subject to availability.
2. Make up days cannot be booked if a family is not up to date with their account (in debt).
3. Make up days cannot be applied on a child's permanent booked days.

Where a child attends Explorers five days a week, half the daily fee will be charged for public holidays.

### Holiday Discount

Explorers understands the importance of family time and holidays. We offer four weeks of Holiday Discount per calendar year with a 50% discount off your daily fee.

The following conditions apply:

- Leave must be taken in minimum one week blocks.
- Notice needs to be submitted via our Family Support Portal four weeks' in advance.
- Public holidays that occur during Holiday Discount will not be offered as a make up day.

### Casual Days

Explorers offer casual days based upon your child's room availability.

Families can request casual days through the Xap app. We require 24 hour notification to cancel any booked casual sessions.

### Absences for Families with Child Care Subsidy (CCS)

Families who are eligible for CCS are allocated 42 allowable absence days, which include public holidays, per child each financial year. These absence days can be for any reason and do not require proof of absence.

### Cancellation or Alteration of Enrolment

Explorers require four weeks' notice for the following:

1. Cancelling a child's place
2. Reducing days of care

Families can notify Explorers through the Family Support Portal.

Explorers reserves the right to suspend or terminate an enrolment at any time if the safety of other children and/or staff are compromised.

### Changes to Daily Fee Charges

Families will be notified in writing prior to any changes to our fees.

### Payment of Accounts

- Fees are charged fortnightly in advance. An invoice will be emailed fortnightly to families 48 hours prior to the direct debit charged on your specified payment day.
- Families can submit invoice enquiries through our Family Support Portal.
- Explorers fees must be paid by direct debit or credit card.
- Surcharges apply for card payments.
- Families cannot commence enrolment without their designated payment method set up in the Xap app.
- A late fee of \$15.00 will be charged if payment is not received within the fortnightly billing cycle.
- In addition, for each failed transaction a fee of \$8.80 will be incurred via a third-party provider.

### Children with Additional Needs

Families will:

- at the time of enrolment or diagnosis, disclose and provide accurate information about their child's additional needs, including relevant reports, documentation, NDIS plans, details about support services and other allied professionals.
- collaborate with external professional support agencies and Educators to implement plans to support inclusion.

### Child Care Subsidy (CCS)

The Child Care Subsidy (CCS) is a Federal Government subsidy paid directly to Explorers to reduce your out-of-pocket costs for childcare.

The amount paid is determined by the number of children you have, your hours of activity per fortnight (work, study, volunteering, etc.) and your combined household income.

Families will need to apply for CCS via their Centrelink online account.

For further information about the CCS please visit [www.servicesaustralia.gov.au](http://www.servicesaustralia.gov.au) or contact Centrelink on 13 61 50.