

NBGA Vacation Care

1. Bookings and Payment

- All Vacation Care bookings must be paid for in full in order to confirm the enrolment.
- In the case that the family wishes to use an Active Kids Voucher towards a vacation care Booking, the payment of the amount owing less \$50 must be paid in full to confirm the enrolment.
- In the case that a parent/guardian is unable to pay for the enrolment at the time of booking, we will hold the child's position in the program until the end of office hours that day. If we have not received full payment by the close of office hours that day, the child's enrolment will be dropped.
- If anyone is experiencing hardship and is unable to pay for the vacation care program in full at the time of booking, you can apply for a payment plan. This will include an upfront payment at the time of booking and then 2 – 3 instalments evenly spread across the holiday period. The full payment is due to be settled before the end of the holiday period.
- All bookings can be made through the use of our customer portal <https://app.iclasspro.com/portal/northernbeach>, however if you wish to have the multiple day discount applied for your children and they are in separate programs (Junior 4-7 Yrs. and Senior Kayaking 8+ program), you must contact NBGA administration. In this case, payment must be made over the phone at the time of booking.

2. Refund Policy

- In the case that you wish to receive a refund for your Vacation Care Program bookings, please click on the Refund Policy section within Program Policies on our website to access the NBGA Refund Request Form.
- Once our administration team has received your request form it will be forwarded to the Vacation Care Program Manager to review for approval. All Vacation Care Program refunds are subject to a 10% service fee.

3. Camp cancellations by NBGA:

- In the event that a NBGA staff member is unable to attend the facility due to displaying cold and flu symptoms, they will not be permitted to attend the premises or conduct any face-to-face NBGA services.
- In these situations, NBGA will follow our company procedures to try to provide a replacement staff member who is in a physically healthy condition and is also of the same level of qualifications and experience to provide that service. In the situation that this is not a possibility, NBGA has absolute discretion without claim, to cancel/re-schedule any of the Kindy Adventures, Full day or Half Day Morning Vacation care programs in order to uphold its responsibility when it comes to the duty of care of its customers.
- NBGA also reserves the right to cancel a camp program if our minimum number of bookings are not met (20 children).

In the case that the NBGA cancels any Full Day or Half Day Vacation Care Program these Family's will be eligible for the following options:

- A. Credit of 100% of the amount paid for the cancelled day will be put back onto the family's account.
- B. A refund of 100% of the amount transferred back to the family.

4. Cancellation Policy

At Northern Beaches Gymnastics Academy, we strive to provide a quality experience for the whole family and organise our catering and staffing accordingly. Therefore, if a booking is cancelled, it is important that you do let us know as soon as possible. We often have families on our waitlist who require care during the school holidays, and we always hope to offer a position to these children where possible. All cancellations are subject to the following policies, regardless of our vacation care waitlist. Please read the following policies to ensure that you are completely aware of our procedures in the case that they may apply to you.

The following cancellation policy applies to all bookings at Northern Beaches Gymnastics Academy Vacation Care from May 9th, 2022, onwards:

- A cancellation made **ON THE DAY** of the booking will result in a 50% loss of fee. The remaining 50% can be applied as a credit on your account, no refunds will be permitted.
- A cancellation made **WITHIN 7 DAYS** of the booking will result in a 25% loss of fee. The remaining 75% can be applied as a credit on your account, no refunds will be permitted.
- A cancellation made **MORE THAN 7 DAYS** prior to the booking will NOT incur a loss of fee. The full fee (100%) will be applied as a credit on your account, no refunds will be permitted.

Cancellation policy for unforeseen circumstances:

- If a cancellation is made due to sickness or injury, a doctor's certificate and/or medical clearance must be provided to receive a full credit (100% of the original fee). In addition, a credit due to sickness or injury will be applied to your account if you contact us prior to 9am on the day via email (hello@nbgacademy.com.au), otherwise you will not be eligible for a credit.
- If you wish to request a refund for a cancelled booking, you will be required to fill in the following form (<https://form.jotform.com/211787468177874>) and our Vacation Care Program Manager will process the request if deemed suitable. All refunds will incur a 10% service fee from the full amount paid.

Making changes to your booking:

- If you wish to **reschedule** a booking at NBGA Vacation Care, our admin team will do their best to accommodate your request based on availability. However, if we do not have space to arrange this rescheduled booking, you will not be eligible for a refund – a credit will be permitted as outlined above.

5. Changes to vacation care student to coach ratio:

At NBGA Vacation Care, our coach to student ratio is between 1:15. In instances where the coach to student ratio exceeds 1:15 in the Vacation Care Program, we will utilise either of the following two options:

- An assistant coach will be organised to work with the head coach for that group.
- Two senior coach's groups will be merged together.

Our highest priority is the children's safety. In the instance where this occurs, some activities will not go ahead, including gymnastics circuits and kayaking.

6. Food Allergies / Medical Conditions

- We are a NUT FREE environment.
- All children who have food allergies or food intolerances MUST bring their own food from home (including those children with a nut allergies)
- All children with Food Allergies or Food Intolerances must also provide an ASCIA Action plan to the supervisor on the day of attending the Vacation care program.
 - a. https://www.allergy.org.au/images/stories/anaphylaxis/2023/ASCIA_Action_Plan_Anaphylaxis_Red_General_2023.pdf
 - b. https://www.allergy.org.au/images/stories/anaphylaxis/2023/ASCIA_Action_Plan_Allergic_Reactions_Green_2023.pdf
- All children are welcome to bring their own food from home however no nut products are to be packed in their lunch.
- You must advise our vacation care supervisor of any medical conditions upon drop off, to ensure that we can meet the needs of your child. If another parent or guardian will be signing your child in, please ensure that they have all relevant details to relay to us.

7. Policy on Early/Late Pick-up Fees and Operating Hours:

- Early/late pick-up fees will be charged to your account for any instance of early drop-off or late pick-up beyond our designated operating hours.
- The early and late pick-up fee is set at \$5.00 per 15 minutes. This fee is implemented to cover additional staffing costs incurred for extended supervision of the child. It is expected that parents/guardians retrieve their children promptly at the conclusion of our designated operating hours.
- For Short Day children, drop-off should not occur before 7:55 am to ensure activities commence punctually at 8:00 am. Instances of late pick-up will be considered after 5:05 pm.
- Similarly, for the Long Day program, due to staffing constraints, no staff will be available before the specified drop-off time. Children should not be dropped off before 7:15 am to guarantee supervision by staff. Late pick-up instances for the Long Day program will also be acknowledged as occurring after 5:35 pm.