

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 Cancelation 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