

# TERMS AND CONDITIONS

## South Parramatta Granville Preschool

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### 1. Bond & Administration Fee

- A **\$200 bond** and **\$70 non-refundable administration fee** must be paid **before your child commences care**.
- The bond secures your child's place and is **refunded 4–6 weeks after care ends**, once final Child Care Subsidy (CCS) has been received and all fees are cleared.

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### 2. Fees & Payments

- Fees are charged **weekly** and are payable **regardless of attendance** (including illness and holidays).
- Preferred payment method is **Direct Debit (FatZebra)** – \$0.75 processing fee.
- Credit card payments incur a **1.5% surcharge**.
- A **\$35 dishonour fee** applies if a direct debit fails.
- Fees may change due to regulatory or operational cost increases.

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### 3. Enrolment Type & Attendance

- Permanent and casual enrolments are offered (subject to availability).
- Permanent bookings are charged as reserved places, not attendance.
- One-day permanent enrolments are available **Monday or Friday only**.

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### 4. Notice to Change Days or Withdraw

- **Four (4) weeks' written notice** is required to withdraw.
- **Two (2) weeks' written notice** change days.
- Fees remain payable during the notice period.
- CCS applies **only up to the last day your child attends (it is called Cessation of Care)**.
- Leaving earlier than the notice period results in **full fees (no CCS)**.
- Bond is forfeited if notice is not provided before commencement.
- The notice period **excludes the Christmas/New Year closure period**.

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### 5. Late Collection

- A late fee of **\$25 for the first 5 minutes**, then **\$2 per additional minute** applies.
- The service cannot legally care for children outside approved operating hours.

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### 6. Health, Safety & Medical Care

- Children must be **well for 24 hours** before returning after illness.
- Medical clearance is required for infectious conditions.
- Staff may administer **first aid, Panadol (where authorised)** and seek emergency treatment if required.
- Emergency transport costs are the responsibility of parents/guardians.

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## 7. Behaviour & Respect

- Families are expected to treat all staff respectfully.
- Aggressive behaviour, swearing, or intimidation may result in **termination of enrolment**.
- The service reserves the right to terminate enrolment if it is in the best interests of children and/or staff.

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## 8. Privacy, Photos & Communication

- The centre uses a secure family communication app (OWNA) to share updates and learning.
- Photos and media may be used for educational and marketing purposes unless otherwise agreed.
- CCTV operates on site for safety and security.

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## 9. Policies & Compliance

- Families agree to comply with all centre policies, including but not limited to Technology and Mobile Phone Policy, medication, child protection, excursions and transport.
- The service follows mandatory reporting obligations under NSW law.

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**By enrolling, families acknowledge they have read, understood, and agree to comply with the full Terms and Conditions 2026.**