



South Parramatta Granville Preschool  
Terms and Conditions of Enrolment  
**Effective from 23 January 2026**

South Parramatta Granville Preschool (**referred to in this document as “SPGP”, “we”, “us” or “our”**) provides education and care services subject to the following Terms and Conditions. By enrolling your child, you **acknowledge, accept and agree** to be legally bound by these Terms and Conditions.

*These Terms apply to all parents, guardians, nominees and authorised persons.*

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## **1. Agreement & Authority**

- 1.1. You confirm you are the parent or person with lawful authority and parental responsibility for the child.
- 1.2. You agree to:
  - provide complete and accurate enrolment information.
  - keep all medical, contact and emergency details current; and
  - ensure all authorised persons comply with these Terms.
- 1.3. You delegate the care, custody and control of your child to SPGP while attending the service.
- 1.4. You authorise SPGP to take any reasonable action necessary to protect the health, safety and wellbeing of your child or others.

## **2. Enrolment & Attendance**

- 2.1. A completed enrolment form and required documentation must be provided before care commences.
- 2.2. SPGP will record attendance and submit relevant information to government agencies for CCS purposes where applicable.
- 2.3. **Fees are charged for booked days, not attendance.**  
Fees remain payable whether or not your child attends, including for illness, holidays, public holidays, absences, closures and notice periods.
- 2.4. Permanent and casual bookings are offered subject to availability.
- 2.5. Minimum attendance requirements:
  - generally, two (2) days per week and one day must be a Monday or Friday
  - single day enrolments are generally limited to Monday or Friday and are assessed on a case-by-case basis subject to availability and operational needs. Outcomes and reasons will be communicated in a timely manner.
- 2.6. Requests to increase permanent booked days may commence immediately, subject to availability. Casual or one-off days remain subject to standard casual booking and cancellation rules.
- 2.7. Room placement and transitions are based on availability and operational needs. SPGP may move children between rooms where required for ratios, safety or operational reasons.
- 2.8. Where places are limited, SPGP may apply applicable Priority of Access Guidelines in accordance with government requirements.



### 3. Fees & Charges

- 3.1. You agree to pay all fees and charges associated with your child's enrolment.
- 3.2. Fees are charged **weekly in arrears**.
- 3.3. Fees are payable regardless of attendance.
- 3.4. SPGP may change fees at any time with at least **two (2) weeks' notice**.
- 3.5. Fees remain payable during:
  - absences
  - notice periods
  - public holidays
  - emergency or government closures
  - any time a place is reserved for your child

### 4. Payments

- 4.1. All families must maintain an active automatic payment method.
- 4.2. Accepted methods:
  - Direct Debit (FatZebra)
  - Credit Card
- 4.3. Charges may include:
  - \$0.75 processing fee
  - card surcharges as charged by the provider
  - \$35 dishonour fee
- 4.4. You authorise SPGP to debit all fees and charges from your nominated payment method.

### 5. Overdue Accounts

- 5.1. The following standard process applies:
  - 7 days overdue → reminder
  - 14 days → second notice
  - 21 days → formal warning
  - 28 days → care may be suspended
  - 42+ days → enrolment may be terminated and debt recovery commenced
- 5.2. You remain liable for all fees during any suspension period.
- 5.3. **Should debt collection or legal proceedings occur, you agree to pay all reasonable recovery costs**, including collection agency and legal fees on a solicitor/client basis.

### 6. Bond & Administration Fees

- 6.1. A non-refundable administration fee of \$75 is payable upon enrolment.
- 6.2. A refundable bond equal to one (1) week of booked fees is required.
- 6.3. The bond will be refunded within six (6) weeks after enrolment ends, provided **all fees are paid in full and no outstanding or pending charges remain on the account**.
- 6.4. If a place is accepted but care does not commence:
  - 50% of the bond is forfeited
  - 100% of the administration fee is forfeited
  - if the enrolment start date has commenced and the child does not attend, the standard four (4) week written notice period still applies and full fees remain payable during that period.

## 7. Notice Periods & CCS

- 7.1. Four (4) weeks' written notice is required to withdraw or reduce days. If days are reduced, minimum attendance is two (2) days per week and one day must be a Monday or Friday.
- 7.2. Notice periods exclude the Christmas/New Year closure.
- 7.3. Fees remain payable during the notice period whether or not the child attends.
- 7.4. **CCS can only be claimed from a child's first physical day of attendance.** Where a child has not attended, full fees are payable without CCS.

## 8. Late Collection

- 8.1. Children must be collected by 6:00pm.
- 8.2. A five (5) minute grace period applies.
- 8.3. After this time:
  - \$25 applies for the first 15 minutes (inclusive of the grace period)
  - \$2 per minute thereafter*Example: collection at 6:20pm = \$35.*
- 8.4. If uncollected:
  - parents contacted at 15, 30, 45 and 60 minutes
  - if no contact or authorised collection after 60 minutes, authorities may be contacted.
- 8.5. If parents advise they are delayed and collection exceeds 60 minutes, SPGP may charge **\$4 per minute** thereafter to cover staffing costs.

## 9. Health & Medical

- 9.1. Children must be symptom-free for 24 hours before returning after illness.
- 9.2. Medical clearance may be required.
- 9.3. You authorise SPGP to:
  - administer first aid
  - administer authorised medication/paracetamol
  - seek emergency treatment or ambulance transport
- 9.4. Parents are responsible for all medical/ambulance costs unless caused by SPGP's proven negligence.

## 10. Immunisation

- 10.1. SPGP follows No Jab No Play requirements.
- 10.2. Unimmunised children may be excluded during outbreaks or as directed by health authorities.
- 10.3. Fees remain payable during exclusion periods.

## 11. Authorisations for Care & Programs

You authorise SPGP to provide routine care and participation in normal service activities, including:

- first aid and hygiene care
- sunscreen and nappy cream
- head lice checks
- onsite programs, incursions and visiting educators

Parents will be informed of incursions and may opt out where appropriate.

SPGP does not conduct neighbourhood walks or offsite excursions. Any future excursions will require separate written consent.



## **12. Technology, Media & Privacy**

- 12.1. OWNA is used for communication and records.
- 12.2. CCTV operates for safety/security only. Footage is confidential.
- 12.3. With consent, photos/videos may be used for educational or promotional purposes.
- 12.4. Personal information is handled in accordance with privacy laws.

## **13. Behaviour & Conduct**

- 13.1. Families must treat staff respectfully.
- 13.2. Aggressive, threatening, intoxicated or unsafe behaviour may result in refusal of entry or termination.
- 13.3. SPGP may refuse entry where necessary to protect children, staff or operations.

## **14. Suspension & Termination**

SPGP may suspend or terminate enrolment immediately where:

- fees remain unpaid
- safety risks arise
- behaviour is inappropriate or aggressive
- terms are breached
- the service cannot safely meet the child's needs
- or it is otherwise in the best interests of the service

Applicable fees remain payable.

## **15. Liability**

To the maximum extent permitted by law, SPGP excludes liability for indirect or consequential loss. Liability is limited as permitted under the Australian Consumer Law.

## **16. Indemnity**

You agree to indemnify SPGP for losses or costs arising from breaches of these Terms or recovery of unpaid fees.

## **17. Force Majeure & Emergency Closures**

SPGP is not liable for interruptions caused by events beyond its control, including government directions, public health orders or emergencies. Fees remain payable to maintain your child's enrolled place.

## **18. Amendments**

SPGP may update these Terms at any time. Material changes will be notified with at least two (2) weeks' notice. Continued attendance constitutes acceptance.

## **19. Acceptance**

By enrolling your child, you acknowledge you have read, understood and agree to these Terms and Conditions.