Holiday Program Terms & Conditions
2024

BOOKINGS ::

• When you book your Holiday Program sessions, you are confirming your agreement with these Ts&Cs
• Bookings must be made through the HOME app and can be made at any time, pending availability
• **NEW:** Please do not email us to ask about waitlists
• Waitlist spots are now requested via HOME app 'bookings', and processed in order of receipt
• We cannot accommodate walk-ins - please don't turn up without a booking

BOOKING NUMBERS ARE CAPPED DUE TO TICKET LIMITS, COACH CAPACITIES & PRESCRIBED STAFF RATIOS

PLEASE BOOK EARLY TO AVOID DISAPPOINTMENT

CANCELLATION POLICY ::

• Cancellations can be submitted:
  - as absence requests via the HOME app
  - by email to bookings@thehivebondi.com.au
  - by SMS to 0450 896 686
• Cancellations submitted before midnight **one week before the session** will be processed without charge
  - i.e. you can cancel a booking for Monday 8th, any time before midnight on Monday 1st, without charge
• **All post-deadline cancellations incur full session fee, unless we can fill your spot from a waitlist**
• Session fee still applies for absence due to illness or change of heart

SESSION FEES ::

• Bookings made before the Early Bird cut-off date enjoy the favourable pricing advertised on the calendar
• Bookings made after the cut-off date cost an additional $10
• Bookings accepted from the waitlist will be charged according to request date within the app

PAYMENTS ::

• No pre-payment required: the fortnightly Debit Success payment cycle will take payment in arrears
• **Note: CCS applies to Holiday Program bookings as well as term time**

COVID / ADVERSE WEATHER / UNFORSEEN CIRCUMSTANCES ::

The program may be amended to accommodate Public Health Orders, mandates from the Dept. of Education, adverse weather conditions or due to other unforeseen circumstances.

You will be notified of any changes to the program as soon as possible, via email, push notification or SMS

For more details or to book sessions, visit www.thehivebondi.com.au

OPENING HOURS ::

7:30am - 6:00pm Monday to Friday (excl. Public Holidays)

EXCURSIONS ::

• **NEW::** Parents must complete the combined Excursions Permissions Form
    • a child cannot join a booked excursion unless this is done
• Please arrive 30mins before departure. We're not able to wait for latecomers
• All children attending on an excursion day will join the programmed excursion for their age group
• All return times to The Hive are approximate, subject to weather and traffic conditions

EVERY DAY, CHILDREN SHOULD BRING ::

• Morning tea, packed lunch and water bottle
• Sun hat & closed shoes
• Own wheels (skateboard, skates, scooter, bike) plus **HELMET**
• Swimmers, towel & rashie during Dec/Jan Holiday program

THE HIVE WILL PROVIDE ::

• Breakfast until 8:30am, afternoon tea at 3pm, fruit platter at 5pm
• Sunscreen
• Water available at all times (children should bring own water bottle)

PARENTS, PLEASE MAKE SURE THAT YOU ::

• Always sign children in/out at the iPad. Do not drop and go at the gate. ($15 penalty)
• NEVER send food which includes NUTS as listed ingredients - we care for children with anaphylactic reactions to nuts
• If a child is unwell, please keep them at home and follow the appropriate health advice
• Check the calendar each day for special requirements and excursion timings
• Notify The Hive if your child will be absent - if we can fill your spot from a waitlist, we can waive the session fee
• Dress children in suitable clothes for active play: closed shoes & covered shoulders
• Pack/dress in weather appropriate clothes:
   - include swimmers, rashie & a towel during summer
   - include warm layers in the colder months

MONEY AND BELONGINGS ::

• Please do not provide spending money
• Please mark all clothing and belongings with child's name
• The Hive accepts no responsibility for personal items/toys brought into the centre - please leave them at home!

BEHAVIOUR & SAFETY ::

Our staff reserve the right to exclude a child from the program if their behaviour is not acceptable, or poses a risk to the safety of our staff or other children attending the Hive.

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