

Terms and Conditions – Long Day Care Enrolment Offer
Effective Dates: 1 May 2025 – 13 June 2025

The following Terms and Conditions apply to the **Long Day Care Enrolment Offer** provided by **The Infants' Home** during the period stated above. Participation in these promotions indicates acceptance of these Terms and Conditions.

1. Refer a Friend Promotion

Overview:

Existing families may refer new families to enrol in the service. Upon successful enrolment and meeting the eligibility criteria, the referring family will receive three (3) fee-free days.

Eligibility:

- Only existing and currently enrolled families at **The Infants' Home** are eligible to refer.
- A valid 'Refer a Friend' form must be completed by the referring parent.
- The referred child must enrol for a minimum of two (2) days per week within our Long Day Care service, including either a Monday or a Friday.
- Both the referring child and the referred child must remain continuously enrolled within their long day care service for a minimum of three (3) months.

Redemption Conditions:

- The 3 fee-free days can be used only **after** the referred family has completed three (3) months of continuous enrolment.
- Fee-free days:
 - Must be used **in addition to** the child's already booked days.
 - Are subject to availability.
 - Require at least two (2) weeks' prior notice.
- Each referred family can only be referred **once**.
- Referring families may access this promotion **once every six (6) months**.

General Conditions:

- Subject to enrolment availability.
- **The Infants' Home** reserves the right to amend or withdraw this promotion at any time without prior notice.

2. \$1000 Cash Back Credit Promotion

Overview:

New families who enrol in long day care between 1 May 2025 and 13 June 2025 and meet the criteria below may receive a \$1000 account credit after a sustained period of enrolment.

Eligibility:

- Must be a **new family** (i.e., not currently enrolled, not on the waitlist, and not enrolled in a long day care service at **The Infants' Home** within the past 3 months).
- Must enrol for at least two (2) permanent, recurring days per week by 13 June 2025.
- Must maintain continuous enrolment for a **minimum term of 24 weeks**.
- A \$750 security deposit is payable before commencement.

- The primary caregiver's account must remain up-to-date in accordance with **The Infants' Home's** fee policy throughout the enrolment period.

Long Day Care Credit Details:

- A \$1000 credit will be applied to the family's account in the **20th week of enrolment**.
- Credit will be processed via the Xplor Management System.
- The credit is **not redeemable for cash** or any other form of payment or discount.
- Notification of the credit will be provided via email.

Exclusions:

- Not valid with any other promotions or discounts.
- Not available to families receiving the **Additional Childcare Subsidy**.
- Not valid for families re-enrolling within three (3) months of exiting **The Infants' Home**.
- Families currently on the waitlist are **not eligible**.
- This offer is **non-transferable**.

Cancellation Policy:

- If enrolment is cancelled prior to completion of the 24-week term, the family forfeits eligibility for the credit.
- Exiting and re-enrolling families will not qualify as new families and will be excluded from this promotion in the future.

How to Redeem:

- Families must mention the **'\$1000 Cash Back' Promotion** at the time of enrolment to ensure eligibility is recorded and applied.

Availability:

- Offer is subject to availability and may be modified or withdrawn at the discretion of **The Infants' Home**.
- Withdrawal of the promotion will not affect families who have already been approved under the terms of the promotion.

3. Modified Offer – Waitlist Families

Families who were on the waitlist prior to the promotion period and who bring forward their start date during the promotional window may be eligible for a **\$500 account credit**, subject to:

- Meeting the same enrolment and account criteria as outlined above.
- Being identified as pre-existing on the waitlist at **The Infants' Home**.

For further information or clarification, please contact The Infants' Home Team by phone on 02 9799 4844 or by emailing childrensservices@theinfantshome.org.au.