

## **A.B.C Developmental Learning Centres Pty Ltd (ABC)**

### **Terms and Conditions – Care Satisfaction Guarantee**

1. This offer applies to all families who enrol and commence their child at selected ABC Learning Centres during the period 9 January 2009 until 27 February 2009 (Offer Period). Families who have children enrolled at selected ABC Learning Centres at the commencement of the Offer Period are ineligible to take up this offer.
2. If you are not satisfied with the standard of care provided by an ABC Learning Centre by the date that is 30 calendar days from the day your child initially commenced in care and you cease your child's enrolment during that 30 day period, ABC will refund you your "gap" fee equivalent to the amount you pay at selected ABC Learning Centres (i.e., ABC will refund you your out-of-pocket expenses payable in addition to your Child Care Benefit from the Commonwealth Government).
3. This offer applies if:
  - a. all outstanding fees are up-to-date;
  - b. your child's enrolment is cancelled by the date that is 30 days from the day of commencing at an ABC Learning Centre;
  - c. you call 1800 222 543 within 7 days of cancelling your child's enrolment; and
  - d. you participate in a short exit interview.
4. ABC will refund your "gap" fees within 21 days of you complying with the above requirements. ABC will also refund any advance payments, if applicable. Refunds will be paid to your nominated bank account.
5. If you cancel your child's enrolment during this initial four week period, you are not required to give 2 weeks notice as specified under ABC's standard enrolment terms and conditions. However, all other enrolment terms and conditions remain in force.
6. This offer is not limited to use at a single ABC Learning Centre throughout the Offer Period. If you are not satisfied with the care given at one ABC Learning Centre, you are eligible to enrol your child at another ABC Learning Centre. This Care Satisfaction Guarantee will apply to that new enrolment.
7. This offer is subject to availability at selected ABC Learning Centres and only applies for ordinary long day care services.
8. Execution of this application form constitutes acceptance of these terms and conditions.
9. This offer cannot be used in conjunction with any other program or special offer that ABC may hold during the Offer Period.
10. This offer is not transferable.
11. All ABC special offers may be subject to change or cancellation at any time without notice. In the event of such change, a notice will be posted at [www.childcare.com.au](http://www.childcare.com.au)