



BELAIR PRIMARY SCHOOL OUT OF SCHOOL HOURS CARE
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Government of South Australia
 Department for Education

Spike Parent App Booking and Cancelling Procedure

Please note: bookings and cancellations for Vacation Care sessions CANNOT be made via the Spike Parent App. They can be made via the Vacation Care enrolment forms only.

Bookings and Cancellations can be made via the Spike Parents App from Tuesday, 28th January, 2025.

Bookings

Bookings can be made via the app up until **24 hours** before the start of the required session. After that time, bookings can still be made via email, phone or in person but **not** via the app. Please note: If the session is full, the system will **not** enable you to book via the Spike Parent App.

Cancellations

Cancellations can be made via the app up until 5 working days prior to the session.

Examples: To cancel a Monday before school care booking, you need to cancel by 7.00am the previous Monday. To cancel a Monday after school care booking, you need to cancel by 3pm the previous Monday.

If five working days' notice is not provided, the Spike Parent App will reject your request, the booking will be marked as 'absent' if your child does not attend the session and you will be charged full fees for the booking.

Please note: Bookings can only be made for 3 months at a time via the app.