



LABELLEWORLD | Labelleworldkids

www.labelleworldkids.com | jolene@labelleworld.com | 0451 678 000 | North Brisbane,

Labelleworldkids Service Agreement

Jolene Chiu trading as Labelleworld (Labelleworldkids) , North Brisbane, QLD. This is general information only and not legal advice.

1) What this agreement covers

This agreement sets clear expectations for private in-home educational support sessions.

Labelleworldkids is not an approved childcare service, family day care, a registered school, or a medical/therapy provider.

2) Your booking (fill in)

- **Child(ren):**

- **Parent/Guardian:** _____

- **Session address:** _____

- **Days/times:** _____

- **Supervision model (tick one):**

- ☐ Parent / guardian remains on-site for the full session
- ☐ Drop-off/pick-up (Excursions with previous notice)

- **Group size: up to 3 children per session** as agreed in writing.

3) Fees & payment

- **Fee/package:** _____

- **Invoicing:** ☐ Weekly ____ ☐ Fortnightly ____ ☐ Term ____ ☐ Other: _____

- **Payment due:** ____ On receipt ____ Within ____ days Late payments may result in future sessions being paused until the account is up to date.

4) Cancellations, rescheduling & no-shows (48 hours)

- **48+ hours notice:** reschedule (subject to availability) or **credit** to use by the **end of the current term**.
- **Under 48 hours:** charged at **100%** (time reserved).
- **No-show / not available / cannot contact:** charged at **100%**.
- **Unexpected illness/personal emergency:** notify as soon as possible: credit/reschedule and, where appropriate, a refund may be offered at our discretion (evidence may be requested).
- **Provider cancellation:** you can choose reschedule, credit, or refund.

5) Safety & session boundaries

To keep everyone safe, Labelleworldkids may pause or end a session if:

- There is an immediate safety risk (e.g., unsafe behaviour, unsafe environment)
- Required medical plans/medication are not available when needed

If a session ends early for safety reasons, fees may still apply for the time reserved.

6) Parent responsibilities

You agree to:

- provide a reasonably safe learning space and disclose known hazards (e.g., pools, pets)
- provide accurate medical / allergy information and required plans
- ensure any required medication (e.g., inhaler/EpiPen) is available and in-date
- be available as agreed under the supervision model

7) Outings, transport & photos

- **Outings** only occur with a signed Outings Consent.
- **Vehicle transport** only occurs with a signed Vehicle Transport Consent.
- **Photos/videos** are only used as per your signed Media Permissions.

8) Privacy

Information is handled in line with the Labelleworldkids Privacy Policy and your signed Privacy Collection Notice.

9) Ending services

Either party may end services with reasonable notice. Immediate termination may occur if safety is at risk or if serious misconduct is found.

10) Australian Consumer Law

Nothing in this agreement limits your rights under the **Australian Consumer Law**.

Agreement

Parent/Guardian name: _____ Signature: _____

_____ Date: ____ / ____ / ____

Provider (Labelleworldkids): _____ Signature: _____

_____ Date: ____ / ____ / ____