



## LABELLEWORLD | Labelleworldkids

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## 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):**

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- **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**.

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## **Agreement**

Parent/Guardian name: \_\_\_\_\_ Signature: \_\_\_\_\_

\_\_\_\_\_ Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Provider (Labelleworldkids): \_\_\_\_\_ Signature: \_\_\_\_\_

\_\_\_\_\_ Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_