

# Vacation Care – Frequently Asked Questions

West Ryde BASC

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## When do bookings open and close?

Bookings for each Vacation Care program open in advance and close on the date shown in the booking post. Our program is generally available to families between weeks 6 and 7 of school term. Families are notified via OWNA, our website and at our sign-in and sign-out areas.

## How do I make a booking?

Bookings are made through the casual booking function on the OWNA app. Please remember to select each individual child **and** the Vacation Care room when booking.

## Where can I find the booking form, Terms & Conditions and FAQs?

These are all available in OWNA (App and Parent Portal) under Documents & Policies, and on our website at [www.westrydebasc.com.au](http://www.westrydebasc.com.au).

## What are the opening hours?

Vacation Care operates from **7:00am to 6:00pm** each day.  
Entrance to the program is via the school gate on Bennett Street.  
If the school gate is closed call the service 9858 5114.

## Do I need to enrol my child first?

If your child has not attended West Ryde BASC before, you will need to enrol at the centre first. This is in addition to the Vacation Care booking and consent forms.

## What about excursions?

If you are booking your child for any excursion days, a permission form must be completed for each excursion. These are also available on OWNA.

## Is there a late booking fee?

Yes. A **\$15 late booking fee** applies for any bookings made after the booking period has closed.

## Can I cancel a booking after the booking period has closed?

No. As part of our terms and conditions, bookings cannot be cancelled once the booking period has closed, and charges will still apply. To book casual care or mark your child absent, open the OWNA app and tap the + icon on the home screen.

## What happens if a day is fully booked?

You can join the waitlist in the OWNA app by tapping the bell icon. When a spot becomes available, you will receive a notification and can choose whether to confirm the booking.

## How do I change or cancel a casual booking?

Casual bookings cannot be cancelled through the OWNA app. For any booking changes, please email us at [info@westrydebasc.com.au](mailto:info@westrydebasc.com.au).

## How do I check my bookings and attendances?

You can check anytime in OWNA.

**App:** Home screen > (+) icon > Child Attendances

**Parent Portal:** My Children – [portal.owna.com.au/login.aspx](http://portal.owna.com.au/login.aspx)

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Still have a question? Email [info@westrydebasc.com.au](mailto:info@westrydebasc.com.au) or speak with our team at sign-in or sign-out. We're always happy to help.