

Cancellation Policy - Childcare Settings

This agreement sets the terms and conditions under which the Childcare setting may cancel the shifts of flexible workers supplied by youchoosework.

To ensure clarity and fairness for youchoosework, the Childcare setting and the worker below are the terms and conditions of which under a Childcare setting may cancel scheduled shifts of flexible workers provided by youchoosework.

Notice of Cancellation

The Childcare setting may cancel a flexible worker's allocated shift before 6pm on the day before it is to be performed, i.e. if a flexible worker is booked in for Tuesday, the Childcare setting may cancel the shift up to 6pm on Monday without any cancellation fee.

Cancellations of flexible workers' shifts after 6pm the day prior to their shift starting or cancellations on the day of the shift will incur a cancellation fee.

If a flexible worker is unable to attend their scheduled shift, they are instructed to contact the setting and youchoosework as soon as possible. Youchoosework will endeavour to find you a replacement for the required shift."

Cancellation Procedure

Any shift offers you send on the same day as the booking are binding - as flexible workers may accept them and begin travelling.

The Childcare setting may cancel a flexible worker's shift by withdrawing it on the digital platform. The Childcare setting should also email info@youchoosework.com with details of the shifts being cancelled, including the date, time and the name of the flexible worker assigned so youchoosework can reach out and contact the flexible worker.

The Childcare setting should maintain records of all cancellation communications for reference and verification purposes.

If a flexible worker fails to attend an agreed shift, the Childcare Setting must notify youchoosework. Youchoosework will attempt to send an alternative flexible worker however the Childcare setting may choose to cancel the shift or accept an alternative flexible worker.

Cancellation Fee

Cancellations made up to 6pm on the day prior to agreed shifts occurring and in the event of flexible workers not attending the agreed shifts will not incur a cancellation fee.

If a cancellation is made after 6pm prior to, or on the same day, of the shift occurring, the Childcare setting will be charged a 100% cancellation fee which includes the hourly rate of the flexible worker for the entire duration of the cancelled shift.

Exemptions

In the case of emergencies or unforeseen circumstances, youchoosework may, at its discretion waive the cancellation fee. Each case will be reviewed individually and the decision of youchoosework will be final.