

"Your Second Week Free" Campaign — Terms & Conditions

1. Eligibility

- 1.1 This offer is available to new families only who complete enrolment and commence care between **17 February 2026** and **31 March 2026**.
- 1.2 For the purpose of this promotion, "new families" means families who have not been enrolled at any TLC Early Learning Centre within the preceding 12 months.
- 1.3 To qualify, families must:
 - Complete all mandatory enrolment documentation prior to commencing care, including immunisation confirmation and provision of the child's birth certificate; and
 - Meet all standard TLC enrolment and compliance requirements.
- 1.4 Acceptance into the program remains subject to availability within the appropriate age room at the selected TLC centre.

2. Offer Details — Free Second Week of Care

- 2.1 Eligible families will receive their second week of care free of charge. The first week will be billed at the standard daily fee.
- 2.2 The free week applies only to the same number of booked days as the child's first week of enrolment.
- 2.3 The free week must be used in the child's second consecutive week of attendance, unless otherwise approved by TLC.
- 2.4 This offer applies only to booked days of attendance. Standard fees will apply for:
 - Public holidays
 - Absences
 - Centre closure daysunless TLC expressly determines otherwise.
- 2.5 Government subsidies (e.g., Child Care Subsidy) will be applied where applicable.
- 2.6 The offer is non-transferable, cannot be exchanged for cash, and cannot be used in conjunction with any other TLC promotion, discount, or fee arrangement.

3. Enrolment Requirements

3.1 Families must complete all standard TLC enrolment processes before care can commence, including all compliance-related documentation.

3.2 TLC may limit placements based on centre capacity.

4. Minimum Enrolment Period

4.1 A minimum enrolment period of four (4) weeks applies to all families accessing this offer.

4.2 If the family withdraws prior to completing the minimum enrolment period, TLC reserves the right to charge the value of the free week previously provided.

5. Changes to Bookings

5.1 No reduction to a child's weekly booking pattern is permitted between the first and second week unless approved by TLC.

5.2 Any subsequent permanent changes to a child's booking schedule must follow TLC's usual notice requirements.

6. General Conditions

6.1 This offer is subject to availability and may be withdrawn or varied by TLC at any time.

6.2 Any variation will not affect families who have already been confirmed as eligible and have commenced enrolment within the promotional period.

6.3 All standard TLC policies and procedures continue to apply throughout the enrolment period.

6.4 TLC reserves the right to refuse eligibility where fraudulent, misleading, or improper conduct is suspected.

7. Privacy

7.1 Personal information collected for the purpose of this promotion will be handled in accordance with TLC's Privacy Policy.

7.2 By participating, families consent to TLC using their information to administer the offer and manage the enrolment.