

Terms & Conditions: Holiday HQ Kids Fest 20% Promotion

Promotion Value: 20% Off Regular Retail Price

Promo Code: KIDSFEST20

Promotional Period: Tuesday 16th September – Friday 10th October 2025.

The Promo Code must be used between these dates on bookings for Holiday Program sessions only to be valid.

Applicable Period:

VIC: Monday 22nd September – Friday 3rd October

QLD: Monday 22nd September – Friday 3rd October

NSW: Monday 29th September to Friday 10th October

WA: Monday 29th September to Friday 10th October

*The promotion applies to **Holiday Program sessions only** occurring between these dates for families who have not attended a Holiday HQ session as of their enrolment.*

Promotion Details:

- Please login to your **Kidsoft App/Parent Portal** to book.
- Sessions are subject to availability.
- The user must enter the promotional code at checkout for Casual bookings through their parent portal for the promotion to apply.
- Parent Portal booking cut off periods and/or fees apply.
- Promo code can be applied to more than one session with no limits within the Applicable Period.
- Promo Code cannot be entered after *Friday 10th October 2025*
- Bookings for Holiday HQ sessions outside of applicable period of *Monday 22nd September – Friday 3rd October 2025 (VIC & QLD)* and *Monday 29th September to Friday 10th October 2025 (NSW & WA)* will not be eligible for this promotion.
- Promotion is a special offer for families that have yet to attend a Holiday HQ program since enrolment.
- Promotion cannot be used concurrently with any other promotion for the same booking.
- Promotion does not apply to Term time bookings or Pupil Free Days within the Applicable Period.

How to Apply the Promo Code:

- Log in to your Kidsoft App/Parent Portal.
- Select Casual Booking sessions on or between the promotion Applicable Dates.
- Enter the Promo Code in the box under “Apply Promo Code:”
- The discounted out of pocket price will appear and the green tick to indicate Promo Code has been applied successfully:
- Complete checkout process as usual.

Booking Total

Childw Test

Rooms

16th Oct 2023

After School Care \$42.90

Subtotal \$42.90 ⓘ

Enter promo code Apply

Applied Discounts

TEST10 -\$4.29

Total \$38.61

1 booking

subject to fee changes & CCS estimates ⓘ

FAQs:

Is the promo code automatically applied, or added at the checkout? You will need to enter the promo code at the checkout in Parent Portal for this to apply.

What dates is the Promo Code valid for?

You can use the Promo Code from Tuesday 16th September – Friday 10th October 2025 for **Holiday HQ bookings** occurring between Monday 22nd September – Friday 10th October 2025.

The promo code isn't working.

Follow the steps below to trouble shoot.

- Confirm the selection of Holiday HQ dates for the specific service is for Monday 22nd September – Friday 10th October 2025. Confirm checkout is occurring within promo period of Tuesday 16th September – Friday 10th October 2025.
- **What dates is the Promo Code valid for?** You can use the Promo Code from Monday 22nd September- Friday 10th October 2025.
- Confirm the correct promo code is used: **KIDSFEST20**
- Press "apply", after entering the promo code.

Where do I apply the code? After you have selected all the required bookings, continue to checkout. Once at the checkout screen, you will be able to enter the promo code in a box titled "Apply Promo Code". Once you have entered the code in the box, press "Apply". The discount will now apply.

I want to book within the late booking period. What do I do? Call our Customer Experience team for assistance, regular late booking fees apply.

I am already booked for these dates, how do I get the promotion? The promotion can only be applied during the Promotional Period and cannot be applied to Holiday HQ bookings created before Tuesday 16th September 2025

I cannot make a phone call for assistance, what do I do? Please send a message through your Kidsoft App/Parent Portal or email the Customer Experience team.

Having Trouble Using the Promo Code? Please check our FAQ's or Contact our Customer Experience team at the number or email address below:

OSHClub: 1300 395 735

oshaccounts@junioradventuresgroup.com.au

Helping Hands Network: 1300 612 462

accounts@helpinghandsnetwork.com.au

Primary OSHCare: 1300 832 695

customerservice@primaryoshcare.com.au