

## ELIGIBILITY AND CRITERIA

**ELIGIBLE FAMILIES:** Eligible families are defined as:

1. Child/ren (up to and including 18 years) with a chronic/long term illness,
2. Any family that has suffered a recent loss of a child due to a long term illness,
3. Families who have a parent with a life threatening illness,
4. Families who have suffered a bereavement in their immediate family unit.

**LENGTH OF STAY:** Each family can stay for a maximum of seven days. The houses can only be booked for one week or part thereof from Saturday to Friday.

**CHECK IN AND CHECK OUT:** Under normal circumstances check in is on a Saturday at 2.30pm or 3.30pm as decided by the Booking Administrator. Check out is Friday at 10am or 10.30am dependent on which house has been assigned to you.

**APPROVAL PROCESS:** Families applying to stay at the Family Retreat must complete and return the necessary application forms. All applications must be approved by the selection panel. Upon approval a confirmation letter, booking reference and other relevant information will be mailed to the applicants.

No correspondence will be entered into and the panel decision will be final.

**PEAK TIMES:** School holidays and peak holiday periods may be balloted. If the ballot system is used there will be close-off dates four months before the Christmas school holiday and two months before other school holidays. Unsuccessful applicants will be asked to contact us again if they would like to be placed on stand-by.

The Ronald McDonald Family Retreat is a non-smoking and pet free facility.