

Fact Sheet: Using My Family Lounge on your mobile device to make or change bookings or mark absences.



The Service has two types of bookings:







- > **Permanent (routine) bookings:** These bookings are for Before School Care (BSC) and After School Care (ASC). These are the regular days you require for the whole year.
- > **Casual (occasional) bookings:** These bookings are for Before School Care (BSC), After School Care (ASC) and Vacation Care (VAC). These are one off days that you require care. There is no guarantee that we will have casual spaces available.

The Service has cancellation notice periods for each booking type. If you are outside of these cancellation periods, full fees will be charged, and an absence will be marked.

- > **Casual (occasional) bookings:** more than five (5) working days' notice is required for cancellations.
- > **Permanent (routine) bookings:** more than five (5) working days' notice is required for cancellations.
- > **Vacation care bookings:** more than five (5) working days' notice is required for cancellations.

Note: Do not use My Family Lounge to make, cancel or change permanent bookings. These must be emailed to goshc@gumdalesspc.org.au with two (2) weeks' notice.

Colour Legend

	Available: These days are available for you to book your child.	
	Permanent Booking: These days are recurring scheduled days at this service for your child. If the day is before the refundable deadline, you may cancel this booking without being charged.	
	Casual Booking: These days are booked for your child on a casual basis. If the day is before the refundable deadline, you may cancel this booking without being charged.	
	Absent: You have indicated that your child is going to be absent on this day.	<i>Please note: If you mark your child absent, full fees will be charged. If you have successfully cancelled the booking, the booking will change to available.</i>
	Full: These days are full; therefore no more children can be booked for these days.	
	Not Available: No actions are currently available for these days.	

Please note: You may need to swipe right on the calendar to the next page if you need to access the next month for bookings.

To make a casual booking:

If you require a one off BSC or ASC session as an additional day, or you require a VAC session, you can book in casually via the My Family Lounge **mobile device app**.



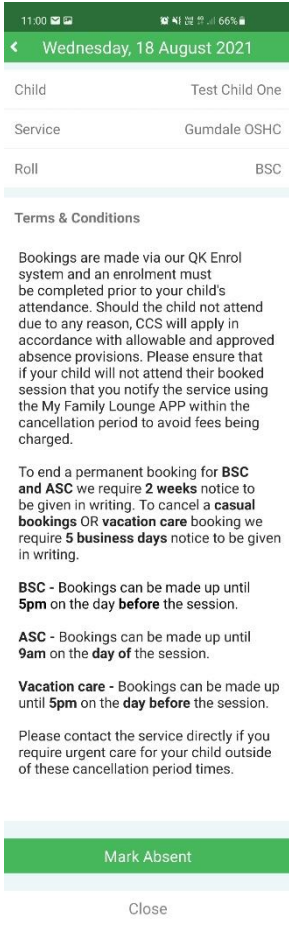
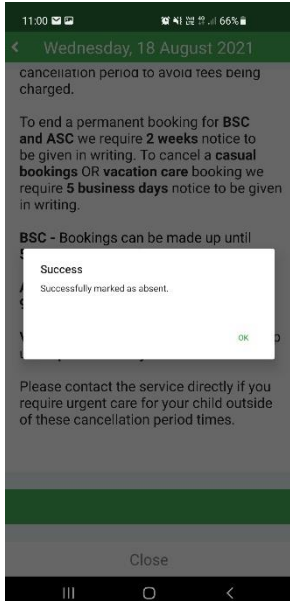
1. Select the session you require for the child.
2. Select the date and book in casually.
3. Repeat steps for each child you wish to book in.

Select the Roll	Select the Day	Book the Session	Booking Session Confirmed
		<p>Child Test Child One</p> <p>Service Gumdale OSHC</p> <p>Roll ASC</p> <p>Available Places 35</p> <p>Terms & Conditions</p> <p>Bookings are made via our QK Enrol system and an enrolment must be completed prior to your child's attendance. Should the child not attend due to any reason, CCS will apply in accordance with allowable and approved absence provisions. Please ensure that if your child will not attend their booked session that you notify the service using the My Family Lounge APP within the cancellation period to avoid fees being charged.</p> <p>To end a permanent booking for BSC and ASC we require 2 weeks notice to be given in writing. To cancel a casual bookings OR vacation care booking we require 5 business days notice to be given in writing.</p> <p>BSC - Bookings can be made up until 5pm on the day before the session.</p> <p>ASC - Bookings can be made up until 9am on the day of the session.</p> <p>Vacation care - Bookings can be made up until 5pm on the day before the session.</p> <p>Please contact the service directly if you require urgent care for your child outside of these cancellation period times.</p> <p>Book Session</p> <p>Close</p>	<p>Wednesday, 18 August 2021</p> <p>cancellation period to avoid fees being charged.</p> <p>To end a permanent booking for BSC and ASC we require 2 weeks notice to be given in writing. To cancel a casual bookings OR vacation care booking we require 5 business days notice to be given in writing.</p> <p>BSC - Bookings can be made up until</p> <p>Success Session successfully booked.</p> <p>Please contact the service directly if you require urgent care for your child outside of these cancellation period times.</p> <p>Close</p>

To mark an **absence** (*full fees charged*) on a booking:

If you are outside the cancellation window, you will need to mark an absence for BSC, ASC or VAC session.

1. Select the session you wish to mark absent for the child.
2. Select the date and mark absent.
3. Repeat steps for each child you wish to mark absent.

Select the Roll	Select the Day	Mark the Absence	Absence Confirmed
			

To mark a cancellation *(no fees charged)* on a booking:

If you are inside the cancellation window, you can cancel the booking on the BSC, ASC or VAC session. The system is set up with the cancellation periods already applied, so the system will not let you cancel a session if you are outside the cancellation window.

1. Select the session you wish to cancel for the child.
2. Select the date and cancel session.
3. Repeat steps for each child you wish to cancel.

Select the Roll	Select the Day	Cancel the Session	Cancellation Confirmed