

Guide to using **my FAMILY Lounge** Online for Casual Bookings

Kids Biz are excited to advise that the new booking portal



You can now request and confirm your casual bookings instantly, advise absences and cancel bookings for your child through your online **my FAMILY Lounge** account 24 hours a day!

There are three steps to book vacation care using **my FAMILY Lounge** Online:



1. Sign-in to **my FAMILY Lounge** on the Kids Biz OSHC website.




my FAMILY Lounge

Parent Sign-In

Email

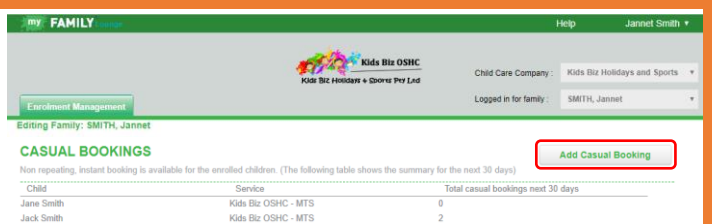
Password

Sign-In

Kids Biz OSHC
Kids Biz Holidays & Sports Pty Ltd

2. You are now viewing your **my FAMILY Lounge** account dashboard.

Go to the **CASUAL BOOKINGS** heading and then select: **Add Casual Booking**



my FAMILY Lounge

Kids Biz OSHC
Kids Biz Holidays & Sports Pty Ltd

Child Care Company: Kids Biz Holidays and Sports

Logged in for family: SMITH, Jannet

CASUAL BOOKINGS

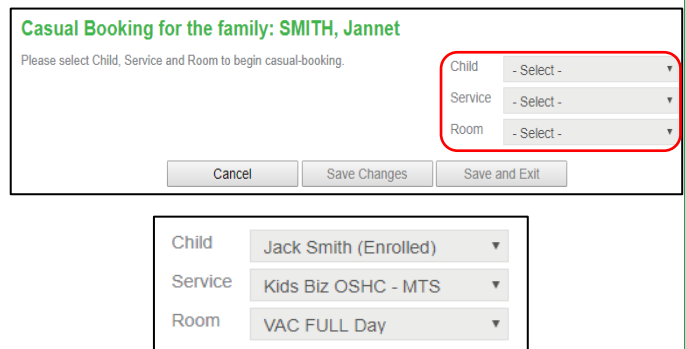
Non repeating, instant booking is available for the enrolled children. (The following table shows the summary for the next 30 days)

Child	Service	Total casual bookings next 30 days
Jane Smith	Kids Biz OSHC - MTS	0
Jack Smith	Kids Biz OSHC - MTS	2

Add Casual Booking

3. This will open the **Casual Booking Page**
Please select:

- the **Child** you would like to book;
- the **Service** (location)
Mother Teresa = Kids Biz OSHC – MTS
- the **Room**
(roll you would like to book e.g. VAC Full Day)



Casual Booking for the family: SMITH, Jannet

Please select Child, Service and Room to begin casual-booking.

Child: - Select -

Service: - Select -

Room: - Select -

Cancel **Save Changes** **Save and Exit**

Child: Jack Smith (Enrolled)

Service: Kids Biz OSHC - MTS

Room: VAC FULL Day



You will need to book each child individually.

The available rolls are:

Before School Care	Before School Care
Kindy ASC	Kindergarten After School Care
Juniors ASC	Y1-2 After School Care
Seniors ASC	Y3-6 After School Care
VAC FULL Day	Vacation Care Full Day
VAC HALF Day	Vacation Care Half Day
VAC Full Day – Gungahlin	Gungahlin Vacation Care
VAC HALF Day – Gungahlin	Gungahlin Vacation Care

- To make a casual booking select an available date (**green** dates).
- You will then be able to click on **Book Selected Day** and this will turn the date **purple**.
- Repeat this process for all casual days you would like to book and then select **Save Changes**.

Once you have selected **Save Changes** the casual booking terms and conditions will open – you will need to select **Confirm** to complete your booking.

Congratulations!

Your booking is now instantly confirmed
- no waiting for a response or confirmation
your child is now booked in!

The casual booking will now be included in your next fortnightly statement for payment.

If you would like to make a casual booking for another child please:

- change the child selected in the drop down menu at the top of the **Casual Booking Page**; and
- repeat the process in **Step 3** for the second child.

You must **Save Changes** when you have finished adding casual bookings.

Once you have added all casual bookings for all children please select **Save and Exit** to return to your **my FAMILY Lounge** account dashboard.

Casual Booking for the family: SMITH, Jannet

Step 1: Select the required Child, Service and Room from the drop-down lists

Step 2: Select a date that you would like to book your child in from the Green or Orange dates

Step 3: Click on the Book Selected Day button and repeat for additional days as required

Step 4: Click on the Save Changes or Save and Exit buttons to confirm changes

Child: Jack Smith (Enrolled) ▼

Service: Kids Biz OSHC - MTS ▼

Room: VAC FULL Day ▼

DECEMBER 2017

MO	TU	WE	TH	FR	SA	SU
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Day info for 18/12/2017

Available : 72

Total Room Capacity : 75

Display note :
Excursion to iPlay Games Arcade
Return Time: 4:30 pm

Book Selected Day

Cancel Save Changes Save and Exit

The calendar is colour coded to assist you with availability and changing your existing bookings.

- Available dates **green**
- Casual dates already booked **purple**
- Unavailable dates **red**
- Program closed dates **grey**
- Absences advised **orange**

Before and after school care rolls will also show any permanently booked places in **blue**

DECEMBER

WE TH

6 7

13 14

20 21

27 28

days

am day

Exit

Terms and Conditions

I agree: -all information, including my child's medical and custody information is up to date and I will promptly advise any changes; -to all terms and conditions advised on the Kids Biz Holidays website available at: http://www.kidsbizholidays.com.au/index.php?p=1_18 -to finalise full payment of my account by the due date or a \$30 late payment fee will be immediately applied to my account and my child's place may be cancelled; -all cancellation requests must be lodged via the my family lounge website, app or in writing via email to kidsbizholidays@gmail.com; -cancellations can be made if more than 7 days notice is provided and may incur a \$10 administration fee per child; -cancellations cannot be made unless 7 days notice is provided, and if this booking is within 7 days of the attendance no cancellation is possible; and -refunds will not be provided under any circumstances.

No Confirm

You can check your current bookings at any time by opening the **Casual Booking Page** to view your child's booked places.

Only dates shown as **purple** or **blue** in the calendar are booked in.

Cancelling a Casual Booking

Casual bookings can be cancelled if sufficient notice is provided.

Casual **before and after school care** bookings can be cancelled up to 24 hours in advance and no fees will be applied.

Casual **vacation care** bookings can be cancelled up to 7 days in advance and a \$10 administration fee will be applied.

You can advise an absence online using the **Casual Booking Page** calendar.

- Select the booked date (this should be either **purple** or **blue**) – the booking details will display on the right side of the calendar and a **Cancel Booking** button will appear.
- Please check you have the correct date then select the **Cancel Booking** button.
- The date will now appear **green**.

Casual Booking for the family: SMITH, Jannet

Step 1: Select the required Child, Service and Room from the drop-down lists
Step 2: Select a date that you would like to book your child in from the Green or Orange dates
Step 3: Click on the Book Selected Day button and repeat for additional days as required
Step 4: Click on the Save Changes or Save and Exit buttons to confirm changes

Child: Jack Smith (Enrolled)
Service: Kids Biz OSHC - MTS
Room: VAC FULL Day



Day info for 19/12/2017

Available : 72
Total Room Capacity : 75
Display note :

Cancel booking

Cancel Save Changes Save and Exit

Congratulations!

Your cancellation is now instantly confirmed

- no need to call or email, the booking has been removed and will not show up on your statement.

Advising an Absence

You can advise an absence online using the **Casual Booking Page** calendar.

- Select the booked date (this should be either **blue** or **purple**) – the booking details will display on the right side of the calendar and an **Absent** button will appear.
- Please check you have the correct date then select the **Absent** button.
- The date will now appear **orange**

Dates that marked as absent cannot be cancelled but they can be re-booked if circumstances change and your child will attend.

- Select the date (**orange**) – the booking details will display on the right side of the calendar and you will be able to select **Book Selected Day**.

Casual Booking for the family: SMITH, Jannet

Step 1: Select the required Child, Service and Room from the drop-down lists
Step 2: Select a date that you would like to book your child in from the Green or Orange dates
Step 3: Click on the Book Selected Day button and repeat for additional days as required
Step 4: Click on the Save Changes or Save and Exit buttons to confirm changes

Child: Jack Smith (Enrolled)
Service: Kids Biz OSHC - MTS
Room: Before School Care



Day info for 20/11/2017

Available : 30
Total Room Capacity : 66
Display note :

Absent

Cancel Save Changes Save and Exit

Congratulations!

Your child's absence has now been recorded

- no need to call or email as we will be instantly notified that your child will not be attending.

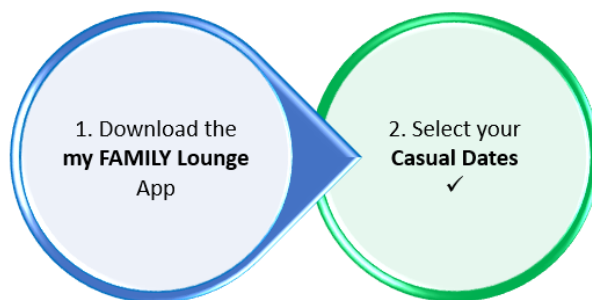
Guide to using the **my FAMILY Lounge** App

Kids Biz are excited to advise that the new booking portal



You can now request and confirm your casual bookings instantly, advise absences and cancel casual bookings for your child through the app 24 hours a day!

There are two steps to using the **my FAMILY Lounge** Casual Booking App:



1. Download the **my FAMILY Lounge** App from either the [Google Play](#) or [Apple App Store](#)



Sign-in using your **my FAMILY Lounge** account



[Google Play](#)

[Apple App Store](#)

2. Open the **my FAMILY Lounge** App on your device & Sign-in

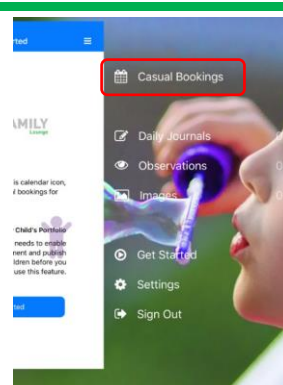
Select '**Get Started**'

Choose '**Casual Bookings**'

You will need to book each child individually & select your preferred roll under each child:



If you don't already have access to the Gungahlin rolls as an option please contact admin@kidsbizoshc.com.au and we will arrange your access.



Available Rolls:

VAC FULL Day
 Kids Biz OSHC – MTS
VAC HALF Day
 Kids Biz OSHC – MTS
VAC FULL Day – Gungahlin
 Kids Biz Holidays – Gungahlin
VAC HALF Day – Gungahlin
 Kids Biz Holidays – Gungahlin

Mother Teresa School
Mother Teresa School
Gungahlin College
Gungahlin College

Once your calendar is open you will see the dates with a green bar at the bottom – these days are available.

Select a date & the booking details will appear at the top of the screen, please check they are correct.

Read the terms & conditions and to go ahead with a the booking select '**Create Booking**' otherwise select '**Back to Calendar**'



You can change the month by swiping across the calendar
Left = forward &
Right = back

Congratulations!

Your bookings is now instantly confirmed.
- no waiting for a response or confirmation
your child is now booked in!

Booked dates are shown by a **purple** bar the bar at the bottom of the date.

Continue to select as many dates as you would like. To book another child select **< Casual Bookings** on the top left & repeat these steps.

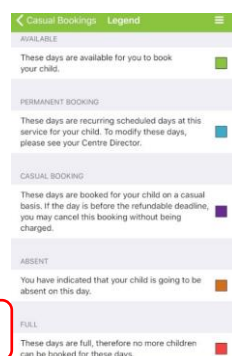
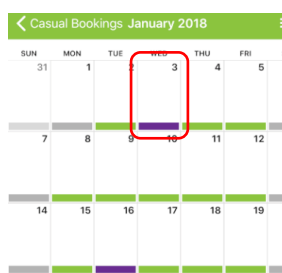
Casual bookings will be included in your next fortnightly statement for payment.



-cancellations cannot be made unless 7 days notice is provided, and if this booking is within 7 days of the attendance no cancellation is possible; and
-refunds will not be provided under any circumstances.

Create Booking

Back to Calendar



Advising an Absence

If there is less than 7 days until your booking you can advise an absence if your child will not be attending.

Select a booked date – the booking details will appear at the top of the screen **in orange**, please check you have the right date.

Select '**Absent Booking**' otherwise select '**Back to Calendar**'

Friday, 22 December 2017

Child: Jack Smith
Service: Kids Biz Holidays & Sports - Gungahlin
Roll: VAC Full Day - Gungahlin

TERMS & CONDITIONS

I agree:

-all information, including my child's medical and custody information is up to date and I will promptly advise any changes;

-cancellations can be made if more than 7 days notice is provided and may incur a \$10 administration fee per child;

-cancellations cannot be made unless 7 days notice is provided, and if this booking is within 7 days of the attendance no cancellation is possible; and

-refunds will not be provided under any circumstances.

Absent Booking

Back to Calendar

Congratulations! Your child's absence has now been recorded.

Cancelling a Booking

If there is 7 days or more until your booking you can cancel a date.

Select a booked date – the booking details will appear at the top of the screen **in red**, please check you are cancelling the right date.

Select '**Cancel Booking**' otherwise select '**Back to Calendar**'

Friday, 22 December 2017

Child: Jack Smith
Service: Kids Biz Holidays & Sports - Gungahlin
Roll: VAC Full Day - Gungahlin

TERMS & CONDITIONS

I agree:

-all information, including my child's medical and custody information is up to date and I will promptly advise any changes;

-cancellations can be made if more than 7 days notice is provided and may incur a \$10 administration fee per child;

-cancellations cannot be made unless 7 days notice is provided, and if this booking is within 7 days of the attendance no cancellation is possible; and

-refunds will not be provided under any circumstances.

Cancel Booking

Back to Calendar

Congratulations!
Your cancellation is now instantly confirmed.