

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 Holidays website.

User Name Password



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

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

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

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

- the **Child** you would like to book;
- the **Service** (location)
Pearce = Kids Biz Holidays – Pearce
Gungahlin = Kids Biz Holidays – Gungahlin
- 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
Service
Room

Child
Service
Room

You will need to book each child individually.
The available rolls are:

VAC Full Day – Gungahlin	Gungahlin Vacation Care
VAC HALF Day – Gungahlin	Gungahlin Vacation Care
VAC Full Day – Pearce	Pearce Vacation Care
VAC HALF Day – Pearce	Pearce 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!

A statement for payment for the casual booking will now be emailed to you.

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.

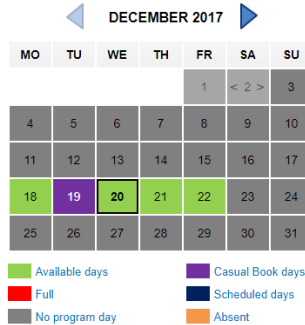
Once you have added all casual bookings for all children please select **Save and Exit** to return to your **my FAMILY Lounge** account dashboard.

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

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 Holidays & Sports ▼
Room: VAC Full Day – Pearce ▼



Day info for 20/12/2017
Available : 120
Total Room Capacity : 150
Display note :

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**

changes or Save and Exit buttons to confirm changes

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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.

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

Cancelling a Casual Booking

Casual bookings can be cancelled if sufficient notice is provided.

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

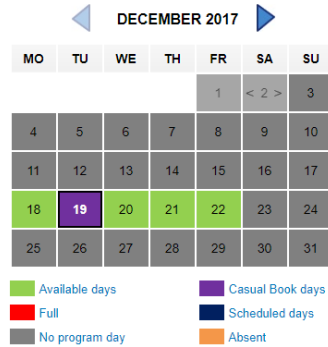
You can advise an absence online using the **Casual Booking Page** calendar.

- Select the booked date (this will be **purple**) – 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 Holidays & Sports ▼
 Room: VAC Full Day - Pearce ▼



Day info for 19/12/2017

Available : 115
 Total Room Capacity : 150

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 cancelled.

Advising an Absence

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

- Select the booked date (this will be **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 Holidays & Sports ▼
 Room: VAC Full Day - Pearce ▼



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.

If you have any queries or would like some assistance with **my FAMILY Lounge** Online Casual Bookings please contact us at kidsbizholidays@gmail.com or call 0439 927 053.