

## My Family Lounge Casual Booking Guide

Casual bookings can be made at any time through the My Family Lounge website or app

### Download the My Family Lounge mobile app or log in through the Kids Biz OSHC website

Download the my FAMILY Lounge App from either the [Google Play](#) or [Apple App Store](#) or go to <https://www.kidsbizoshc.com.au/>. Sign-in using your my FAMILY Lounge account

You must complete your child's enrolment form prior to making casual bookings.

### Mobile App

Open the My Family Lounge app on your device and 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 cannot access the required roll, please log into your online account and ensure that your child's enrolment form has been submitted.

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 select 'Create Booking'.



### Online Casual Booking Calendar

On your family dashboard go to the casual booking section and select **Add Casual Booking**. This will open the casual booking calendar.

Please select:

- The **Child** you would like to book
- The **Service** (Location)
- The **Room** (eg. before school care, after school care)

Child	Jack Smith (Enrolled) ▼
Service	Kids Biz Holidays & Sports ▼
Room	VAC Full Day - Pearce ▼

You will need to book each child individually.

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!

Casual bookings will be included on your next statement for payment.

## Cancelling a Casual Booking

Casual before and after school care bookings can be cancelled if more than 24 hours' 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.

Congratulations! - Your cancellation is now instantly confirmed

No need to call or email, the booking has been cancelled.

### 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

## Advising an Absence

- Select the booked date – 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.

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.

### 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

If you have any queries or would like some assistance with **my FAMILY Lounge** please contact us at [admin@kidsbizoshc.com.au](mailto:admin@kidsbizoshc.com.au) or call 0439 927 053.