MY FAMILY LOUNGE FACT SHEET

There are two types of bookings:

- Permanent For Before School Care (BSC) and After School Care (ASC)
- Casual For BSC, ASC and Vacation Care (these are one off days)

NOTE – All Vacation Care bookings are 'Casual'

TO ADD OR CHANGE PERMANENT, REGULAR BOOKINGS

To <u>make or change</u> permanent bookings, this must be done through the 'My Family Lounge' portal (on your computer or tablet) accessible via the Kids' Care page on the school's website or via this link <u>https://www.qkenhanced.com.au/webui/Account/Embeddable/?databaseId=780</u>. Log in is achieved by using the email address we currently have in our system for you and your password.

• If you **DO NOT** hold a permanent booking in the care type you require, please select 'Booking Requests' (*Note - BSC and ASC are two different care types. Please also note that we DO NOT accept booking requests for vacation care*). This will open a new page for you to complete.

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• If you **DO** hold a permanent booking and are wishing to modify that booking, please select 'Current Bookings' to edit what is already in place for you.

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TO MAKE A CASUAL BOOKING

If you require a one-off casual booking, or you require a vacation care booking, these may be made through the 'My Family Lounge' portal (only accessible on a computer or tablet) **OR** through the 'My Family Lounge' APP (only accessible on a smart phone or tablet).

Using the Website Portal to Book Casuals

Log in on your computer or tablet via the Kids' Care page on the school's website, or via this link <u>https://www.qkenhanced.com.au/webui/Account/Embeddable/?databaseId=780</u>. Log in is achieved by using the email address we currently have in our system for you and your password. Locate the 'Casual Bookings' tab and press ADD CASUAL BOOKING

ASUAL BOOKINGS	Add Casual Booking
on repeating, instant booking is available for the enrolled children. (The following table shows the summ	ary for the next 30 days)

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Using the My Family Lounge APP to Book Casuals

For both the APP and the Desktop version you must;

- 1. Select the <u>correct room</u> your child is enrolled in. (Eg If your child is in grade 2, they can ONLY be booked into the year 2 roll.)
- 2. Select the date and create booking (a red date indicates the roll is full, a green date indicates it is available for booking)

CANCELLATIONS/ABSENCES

• Casual Bookings can only be **CANCELLED** if more than 24hrs notice is given. *Casual bookings may be cancelled via the APP or the Web Portal* by simply clicking on the date you have booked and then pressing CANCEL.



Casual Cancellations Via the Web portal

• Marking Casual (if less than 24hrs notice is given) and Permanent bookings **ABSENT** can only be done on the APP.

Simply click on the date you wish to mark your child **ABSENT** for. A new screen will appear asking you to confirm the absence. So Simple!

Simply click on the date you wish to mark **ABSENT**...note, this is NOT A CANCELLATION, it is simply informing us your child will not be attending that session



• If you wish to CANCEL a permanent booking, the simplest and quickest way is by emailing your request direct to <u>oshc@ejkidscare.com.au</u>. As per our policies, 2 weeks notice will be required to cancel any permanent bookings.