# HOW TO BOOK / ENROL USING MY FAMILY LOUNGE



My Family Lounge is a web-based portal and app for smartphones and tablets which allows families to manage their bookings and other enrolment details or information.

Families can use the app to book a casual space if needed. It also allows you to mark a child absent if they are not going to attend the service. You can also use the *My Family Lounge* app to book vacation care.

**Existing Families** – You can sign in using the email and password you set up when creating your account. If you are unsure of the email address you initially registered, please contact the service for further assistance.

**New Families** – You will need to set up an account and complete an enrolment form using this <u>link</u>. Please note: This **must** be done in an internet browser. It will **not** work through the *My Family Lounge* app on your smartphone or tablet.

The Service has two types of bookings:

- **Permanent Bookings:** For BSC and ASC this is a permanent booking pattern of the days you require. You can also mark absent if your child/ren is not attending BSC and/or ASC through the 'My Family Lounge' app.
- **Casual Bookings:** These bookings are for Before School Care (BSC), After School Care (ASC) and Vacation Care (VC) these are one off days that you require. Casual bookings can be made via the *My Family Lounge* app. You can also mark your child absent for a casual booking using the app.

## CANCELLATIONS

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: Five (5) working days' notice is required for cancellations.
- Permanent (Routine) bookings: Two (2) weeks' notice in writing to woshc@wishartsspnc.org is required for cancellations.
- Vacation Care bookings: Must be cancelled in writing to <u>woshc@wishartsspnc.org</u> prior to the closing date listed on the program.

### **MY FAMILY LOUNGE ONLINE**

You can use the My Family Lounge in a web browser to do the following tasks:

- Enrol a child at WOSHC
- Request changes to the permanent days that your child is booked into at WOSHC
- Update enrolment form as necessary

# **COLOUR LEGEND**

Available: These days are available for you to book your child.										
<b>Permanent Booking:</b> 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.										
<b>Casual Booking:</b> These days are booked for your child on a casual basis. If the day if before the refundable deadline, you may cancel this booking without being charged.										
<b>Absent:</b> You have indicated that your child is going to be absent on this day.	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.									
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 you require and book casually.
- 3. Repeat steps for each child you wish to book in.

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VACATION CARE OSHC	22 23	24	25	26 27	28	Bookings are made via our system and an enrolment n be completed prior to your	QK Enrol nust child's	Session successfully booked.		
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### TO MARK AN ABSENCE ON A BOOKING (FULL FEES CHARGED)

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.

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## TO MARK A CANCELLATION ON A CASUAL BOOKING (NO FEES CHARGED)

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.

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