

The Service has two types of bookings:

- > **Permanent (routine) bookings:** These bookings are for Before School Care (BSC) and After School Care (ASC). These are the regular days you require for the whole year.
- > **Casual (occasional) bookings:** These bookings are for Before School Care (BSC), After School Care (ASC) and Vacation Care (VAC). These are one off days that you require care. There is no guarantee that we will have casual spaces available.

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:** more than 24 hours' notice is required for cancellations.
- > **Permanent (routine) bookings:** more than five (5) working days' notice is required for cancellations.
- > **Vacation care bookings:** more than five (5) working days' notice is required for cancellations.

To add or change permanent (routine) bookings:

To make or change permanent bookings, please email the Management Team at Kelvin Grove OSHC. We currently do not use the booking request feature on the website.

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.

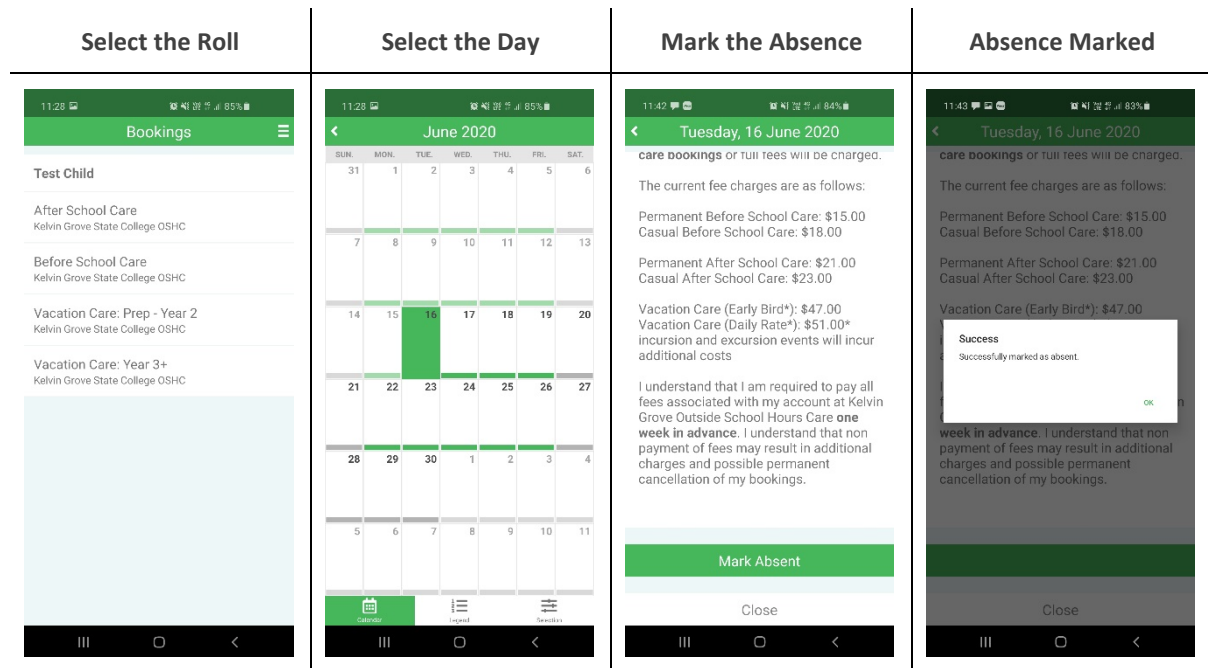
1. Select the session you require
2. Select the date and book in casually.

Click the 'Bookings' tab	Select the Roll	Select the Day	Book the Session

To mark an absence (full fees charged) on a booking:

If you are outside the cancellation window, you will need to mark an absence for BSC, ASC or VAC session.

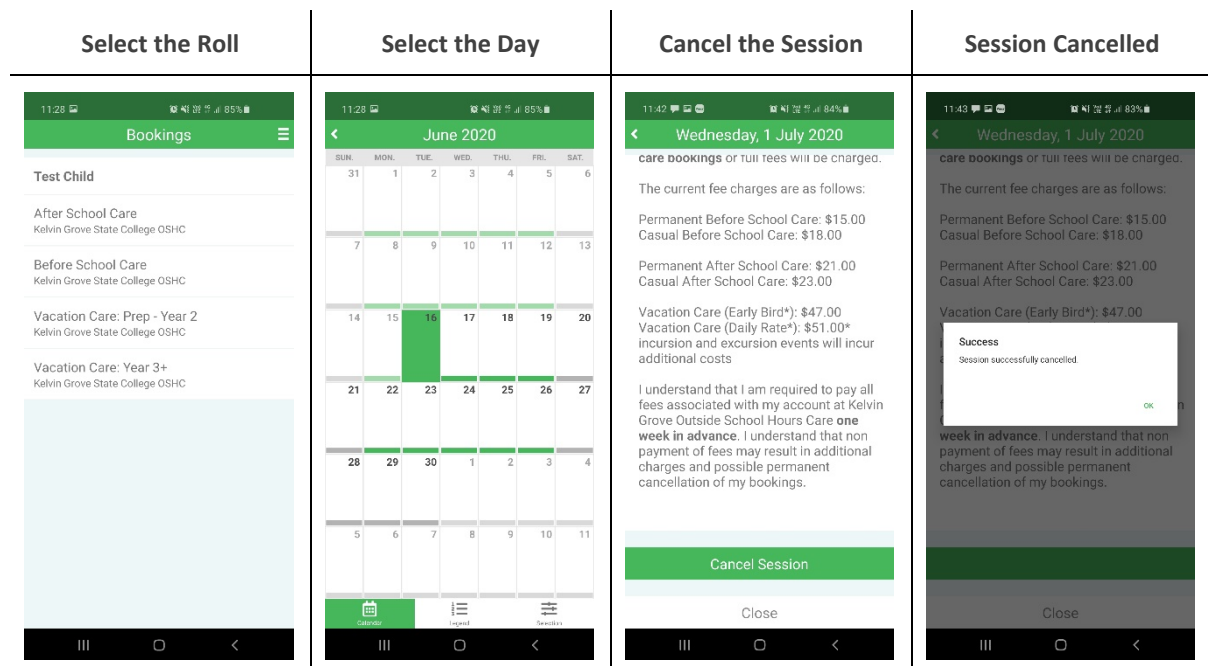
1. Select the session you wish to mark absent
2. Select the date and mark absent.




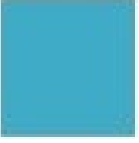




To mark a cancellation (no fees charged) on a booking:

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.
2. Select the date and cancel session.



Colour Legend

	Available: These days are available for you to book your child.
	Permanent Booking: 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.
	Casual Booking: These days are booked for your child on a casual basis. If the day is before the refundable deadline, you may cancel this booking without being charged.
	Absent: You have indicated that your child is going to be absent on this day. <i>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.</i>
	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.