

How to make Bookings and mark Cancellations in Fully Booked

Families are able to make and cancel bookings within their Fully Booked account.

All bookings MUST be made by7am of the day for Before School Care and by 2.30pm of that day for After School Care. Please contact the service by phone or text if your child needs to be informed they are attending After School Care.

Step 1:

Log into your account by using the link below. We recommend saving this link to your home page or as a bookmark. This page is very phone friendly so can be used on your phone also.

https://redwoodparkoshc.fullybookedccms.com.au/family

Step 2:

Scroll down to the Preview Bookings Calendar and click 'Add/Change Bookings'

> today		Ma	arch 2020		m	onth week day
Mon	Tue	Wed	Thu	Fri	Sat	Sun
24	25	20	:27	- 35	20	ŝ
2	3	4	5	0	7	3
0	10	11	12	13	14	1

Step 3:

You will then need to select your care type by clicking the drop-down box. Eg, Before School Care, After School Care, Pupil Free Day or Vacation Care.

Update Booking	js:
Please select a service	Please select a child -
Back	

Step 4:

If you have multiple children enrolled at the service, you will need to select a child and add bookings individually for <u>each child</u>.

Redwood Park OSHC	After School Care +	Please select a chile	

Step 5:

Once you have selected a child a yearly calendar will appear, and your screen will look like the picture below.

1	ter Sch	iool Ca	• •	Demo	Child															
ickin ckine	g on av	ailable	days v	/ill add	/ remo	ve them	from your	select	on and	please	ensur	e you c	lick 'Sav	e change	s' to sa	ive all c	hange	s to the	calend	lar befo
Bo	ok using	the de	fault op	tions se	t by the	service														
. A	vailable	-	Booke	d III	Atter	dance w	/o bookin	a 💻	Canc	elled	-		Servi	e Not ope	ened					
A	most Fi	JII												1111111111				Т	oggle F	ull Cale
										202	20									
anu	ary						Febr	uary					B	Marc	h					
M	ary T	w	т	۴	s	S	Febr м	uary T	w	т	F	s	s	Marc M	h т	w	т	۳	S	s
M	T	w	T 2	P	5 4	5 0	Febr м	uary T	w	T	F	S 1	10 5 2	Marc M	h T	w	T	۲	S	5 1
M	T 7	W 1 0	т 2 9	5 10	5 31 33	5 5 12	Febr M	uary T	w	T	F 7	S 1	8 2 9	Marc M	h т	w	T	P D	8	5 1 0
M	т 7 14	W 1 8 10	T 2 0 10	3 10 17	5 -4 -11 -10	5 0 12 10	Febr	uary T	W 5 12	T 6 13	F 7 14	S 1 10	8 2 9 16	Marc M 2 9	ћ т 3 10	W	T 5 12	6 13	S 7 14	5 1 10
іпц м 13	T 7 14 21	¥ 1 10 22	T 2 9 10 23	7 10 17 24	5 -4 -11 -18 -28	B 5 12 19 20	Febr M 3 10 17	uary T 4 11	W 5 12 19	T 6 13 20	7 7 14 21	5 7 8 15 22	2 9 16 23	Marc M 2 9 16	h T 3 10	W 4 11 18	T 5 12 10	6 13 20	S 7 14 21	B 1 0 10 22

Step 6:

Have a read of our booking terms and conditions, you will then be able to select the days you wish to book in for. Days you are booking in for will turn green as per below.

Лау							June	6					
M	т	w	Ŧ	F	s	S	м	т	w	т	F	S	s
					4							- 10	
							6	4	67	6	7	6	
							10	11		13	14	15	
				24			17	18		20	21	-22	
				31			24	25		27	26	25	

You will then scroll to the bottom of the screen and click 'next'.

A booking confirmation screen will pop up looking like the below. This is what will be your 'Complying Written Agreement' (CWA).



Adding New Bookings

- Thu, 30 May 2019
- This booking will incur a late fee of \$2.00 as it is within 8 days of a pession commonoing.
- Tue, 04 Jun 2019
- Thu, 06 Jun 2019
 En. 07 Jun 2019
- Tue, 11 Jun 2019
- Tue, 18 Jun 2019
- Thu, 20 Jun 2019
 Fit. 21 Jun 2019

Happy Haven OSHC Kidman Park After School Care Cancellation Policy

- · Within 7 days of session starting: Changes or cancelations will incur the full fee
- · Within 8 days of session starting. The blocking will be cancelled and there will be no charge
- . More than 8 days from session starting. The booking will be removed and there will be no charge.

Booking Terms and Conditions

 Child Participation

 I give permission for my children to participate in the OSHC program. I understand both G and PG movies are shown during the OSHC program. I understand that information regarding every excursion is available, whether it be in the vacation care program, on posters and information sheets or on Pupit Prec Day types.

 Child Information

 I give permission for DSHC staff to exchange information relating to my child with school staff and to the appropriate persons in an emergency or in regards to special needs or developmental needs.

 Use of Email

 I consent to Happy Haven CSHC using my email address to communicate information to me about my childres and or family. Examples include reporting first aid, consent forms, account information and general Happy Haven documents.

Have a read of the days you have selected, our cancellation policy and booking terms and conditions and scroll to the bottom to click 'Confirm'. It will then pop up at the top to confirm your bookings have been added.

Thank you! You have successfully made booking changes for DEMO to Redwood Park OSHC After School Care. Please confirm these changes below. If you would like to make additional booking changes for other children please select them in the menu below.

If you have multiple children or wish to book your child in for another care type you will need to complete the above steps again for that child/care type.

Once all your bookings have been added and confirmed you can head back to the dashboard by clicking on the Redwood Park OSHC logo on the top left hand corner.

> today		N	lay 2019		month week								month week d					
Mon	Tue	Wed	Thu	Fri	Sat	Sun												
		'	2	з	4													
6	7	8	9	10	11	10												
13	14	15	16	17	18	10												
20	21	22	23	24	25	21												
27	28	29	30 Sym ASC, Eddie	31														
	4			1														

You will also be able to see your bookings back on the dashboard as shown below.

Child Care Subsidy

Once you have made your bookings, if you have not used the service in an 8 week period you will receive an email from Fully Booked notifying you to confirm your child's enrolment with Redwood Park OSHC. *This is why it is super important you do not opt-out of all email marketing from Redwood Park OSHC when you enrol.*

How to Cancel a Booking or Notify of an Absence

All cancelations and notification of absence MUST be done;

- 48 hours' prior for Before and After School Care
- 7 days prior for Pupil Free and Vacation Care

Follow Steps 1 through to 6.

To cancel or mark as absent you will need to turn your green days blue by clicking on them. If you hover over the day it will let you know if you will be charged due to our cancellation policy.



Once selected you will then scroll to the bottom of the screen and click 'Next'. A booking confirmation screen will pop up looking like the below.



Have a read of the days you have selected, our cancellation policy and booking terms and conditions and scroll to the bottom to click 'Confirm Changes'. It will then pop up at the top to confirm your bookings have been added.

Thank you! You have successfully made booking changes for DEMO to Redwood Park OSHC After School Care. Please confirm these changes below. If you would like to make additional booking changes for other children please select them in the menu below.

You will be able to see on your calendar that the days you get charged for will remain in blue, the days you will no-longer be charged for will turn back yellow.



If you have multiple children or wish to book your child in for another care type you will need to complete the above steps again for that child/care type.

Once all your bookings have been added and confirmed you can head back to the dashboard by clicking on the Redwood Park OSHC logo on the top left hand corner.