

# Guide to using the **my FAMILY Lounge** App

Kids Biz are excited to advise that the new booking portal



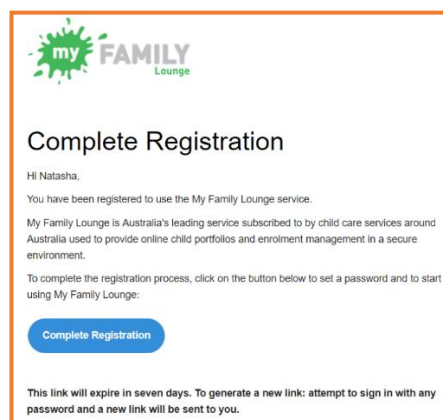
You will soon be able to request and confirm your casual bookings instantly, advise absences and cancel bookings for your child through the app 24 hours a day!

There are three steps to book vacation care using the **my FAMILY Lounge** App:



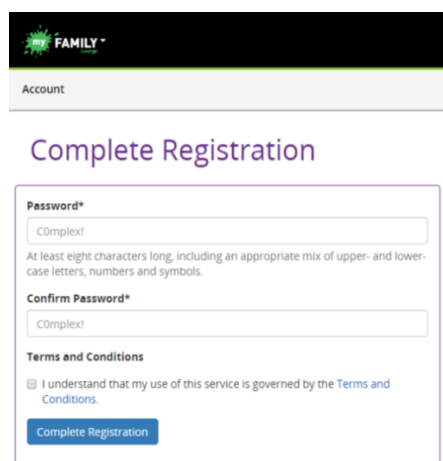
1. You will soon receive a registration email from **do\_not\_reply@qikkids.com.au** letting you know that you have been registered for **my FAMILY Lounge**.

**This email has been generated by Kids Biz** and sent to you so that you can access the online booking portal – **so please don't delete it**. Please click the 'Complete Registration' button to create your account.

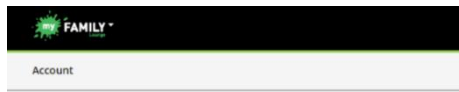


You will then be taken to the **my FAMILY Lounge** website to:

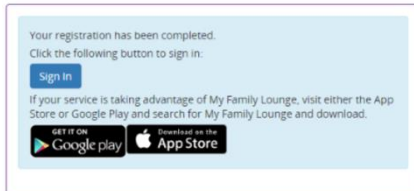
- create and confirm your password
- agree to the MFL Terms & Conditions
- select 'Complete Registration'



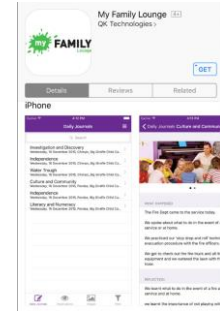
2. Once you have completed the registration you will be able to download the **my FAMILY Lounge App** from either [Google Play](#) or [Apple App Store](#)



### Complete Registration



[Google Play](#)



[Apple App Store](#)

3. Open the **my FAMILY Lounge (MFL)** app on your device.

Select '**Get Started**'

Choose '**Casual Bookings**'

You will need to book each child individually & select your preferred roll under each child:

**'VAC Full Day – Gungahlin'**  
Kids Biz Holidays & Sports - Gungahlin



This will open the calendar, dates with a green bar at the bottom are available.

The date selected & booking details will appear at the top of the screen, please check they are correct.

Read the terms & conditions and to go ahead with the booking select '**Create Booking**' otherwise select '**Back to Calendar**'

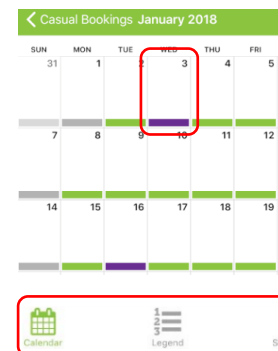
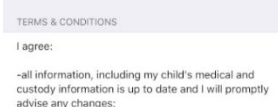
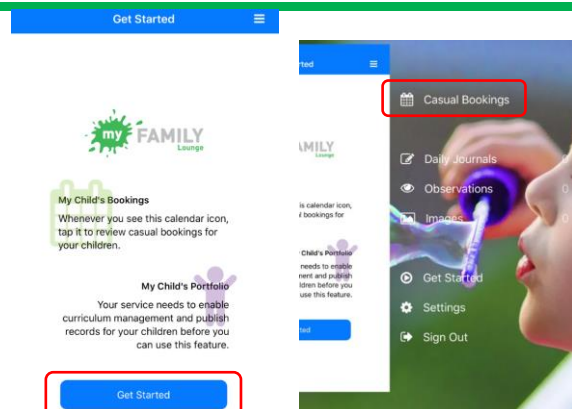
**Congratulations!**

Your booking is now instantly confirmed.

Booked dates are shown by a purple bar at the bottom of the date.

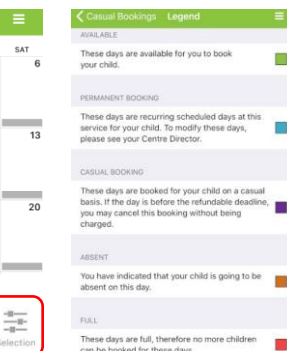
Continue to select as many dates as you would like. To book another child select **< Casual Bookings** on the top left & repeat these steps.

**A statement & payment due date will be emailed to you.**



You can change the month by swiping across the calendar  
Left = forward &  
Right = back

-cancellations cannot be made unless 7 days notice is provided, and if this booking is within 7 days of the attendance no cancellation is possible; and  
-refunds will not be provided under any circumstances.



The menu at the bottom allows you to view the Calendar, Legend & Selection

## Cancelling a Booking

If there is 7 days or more until your booking you can cancel a date.

Select a booked date – the booking details will appear at the top of the screen **in red**, please check you are cancelling the right date.

Select '**Cancel Booking**' otherwise select '**Back to Calendar**'

Friday, 22 December 2017

Child Jack Smith

Service Kids Biz Holidays & Sports - Gungahlin

Roll VAC Full Day - Gungahlin

TERMS & CONDITIONS

I agree:

-all information, including my child's medical and custody information is up to date and I will promptly advise any changes;

-cancellations can be made if more than 7 days notice is provided and may incur a \$10 administration fee per child;

-cancellations cannot be made unless 7 days notice is provided, and if this booking is within 7 days of the attendance no cancellation is possible; and

-refunds will not be provided under any circumstances.

Cancel Booking

Back to Calendar

**Congratulations!**

Your cancellation is now instantly confirmed.

## Advising an Absence

If there is less than 7 days until your booking you can advise an absence if your child will not be attending.

Select a booked date – the booking details will appear at the top of the screen **in orange**, please check you have the right date.

Select '**Absent Booking**' otherwise select '**Back to Calendar**'

Friday, 22 December 2017

Child Jack Smith

Service Kids Biz Holidays & Sports - Gungahlin

Roll VAC Full Day - Gungahlin

TERMS & CONDITIONS

I agree:

-all information, including my child's medical and custody information is up to date and I will promptly advise any changes;

-cancellations can be made if more than 7 days notice is provided and may incur a \$10 administration fee per child;

-cancellations cannot be made unless 7 days notice is provided, and if this booking is within 7 days of the attendance no cancellation is possible; and

-refunds will not be provided under any circumstances.

Absent Booking

Back to Calendar

**Congratulations!** Your child's absence has now been recorded.

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