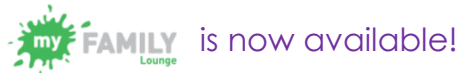


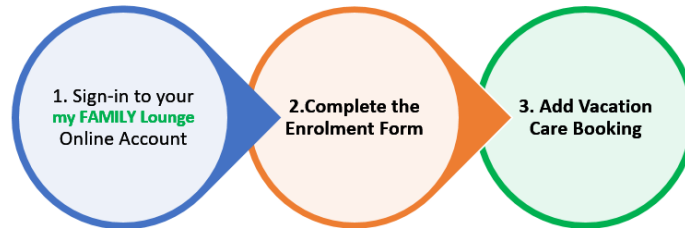
Online Booking Guide

We are excited to advise that the enrolment and booking portal



The portal can be accessed from the Kids Biz Holidays website and gives you control to manage your account information, book vacation care instantly, cancel your bookings (with 7 days notice) and advise absences.

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



1. Sign-in to your Online Account

Sign-in to **my FAMILY Lounge** on the Kids Biz Holidays website at: <https://www.kidsbizholidays.com.au/enrolments>

A pop-up box may appear, close this box by clicking the word **CLOSE** in the top right-hand corner.

Edit Contact Information

You will now be prompted to enter your contact details.

- Complete your details by entering your relationship to the child, at least 1 phone number and address details.
- Tick Yes to create a user account
- Press Save & Next

You can also choose to add another contact at this time or this can be done later when completing the enrolment form.

Step 3: Add Child Details

- Enter the child details as prompted
- Please select the button in the top right corner to add another child.
- Select **FINISH REGISTRATION**

If you use multiple child care centres please ensure the Child Care Company is set to **Kids Biz Holidays and Sports**.



Step 2. EDIT CONTACT

Special Contact: Primary Contact, Relation: Mother

First Name: Josie, Last Name: White

Email: josie.white@mailinator.com

Confirm Email: josie.white@mailinator.com

You must provide: at least 1 contact phone number

Mobile No.: 0404123456, Home No.: [empty]

Work No.: [empty], Building: [empty]

Street Address: 1 Camellia Cres, Suburb: Brisbane

State: QLD, Postcode: 4500

CRN: [empty], DCB: [empty]

Would you like a user set up for this contact? Yes No

ADD ANOTHER CONTACT SAVE & NEXT CANCEL

STEP 3. ADD CHILD DETAILS

Please provide us with the child's details. ADD ANOTHER CHILD

Tick the box if the child is unborn

First Name: Jason, Last Name: White

DOB: 02 Jun, 2013, Gender: Male

Do you have a Customer Reference Number (CRN) issued by the Government relating to you being registered for child care benefits for this child? Yes No

I acknowledge that I have no CRN to provide in this form and as a result will not have CCB and other Government payments made to my account to reduce my out of pocket expenses.

Does your child have any special considerations we need to take into account for their enrolment? Yes No

Does your child have a diagnosed disability? Yes No

Additional Information: Jason is learning Italian with his Nanna

Authorisations

Contact Name	Collection	Emergency	Excursion	Medical
Campbell, Trudy	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

2. Complete the Enrolment Form

Once you have signed-in you will be taken to your **my FAMILY Lounge** online account dashboard.

You are now viewing your **my FAMILY Lounge** account dashboard.

From here you can:

- ADD/EDIT CONTACT
- ADD/EDIT CHILD
- START, VIEW OR EDIT AN ENROLMENT FORM (Under **CHILD** heading)
- ADD CASUAL BOOKINGS

The screenshot shows the 'my FAMILY Lounge' dashboard for user Jannet Smith. The 'Enrolment Management' section is active, showing 'Editing Family: SMITH, Jannet'. It features three main sections: CONTACTS, CHILD, and CASUAL BOOKINGS. The CONTACTS section lists family members with their details and an 'Add Contact' button. The CHILD section lists children with their details and an 'Add Child' button. The CASUAL BOOKINGS section shows 'No records found' and an 'Add Casual Booking' button.

NAME	RELATION	CONTACT TYPE	ADDRESS	CONTACT NO	EMAIL	USER NAME	EDIT
Jannet Smith	Mother	Primary Contact	17 Cherry Tree Lane Gungahlin ACT 2912	0400555555	emailtest@gmail.com		Edit
Jason Smith	Father	Secondary Contact	17 Cherry Tree Lane Gungahlin ACT 2912	0400555556	emailtest2@gmail.com		Edit
Geoff Smith	Grandparent			0400555558	-		Edit
David Smith	Doctor			0400555557	-		Edit
Denis Smith	Grandparent			0400555559	-		Edit

CHILD NAME	STATUS	DOB	Due Date	AGE	EDIT	DELETE	Enrolment information
Jane Smith	Active	08-12-10	-	6Y 11M	Edit	-	View Enrolment Print

CASUAL BOOKINGS
Non repeating, instant booking is available for the enrolled children. (The following table shows the summary for the next 30 days)
No records found

Go to the **CHILD** heading and then select: **Start Enrolment, Edit Enrolment or Finish Enrolment**

An enrolment form needs to be completed for all children you would like to enrol in the vacation program. You can always add additional children at a later date.

The screenshot shows the 'CHILD' section of the dashboard. It lists three children: Jane Smith, Jack Smith, and Jake Smith. The 'Start Enrolment' button for Jake Smith is highlighted with a red box. The 'Enrolment information' column contains 'View Enrolment' and 'Print' buttons for Jane and Jack, and 'Start Enrolment' for Jake.

CHILD NAME	STATUS	DOB	Due Date	AGE	EDIT	DELETE	Enrolment information
Jane Smith	Active	08-12-10	-	7Y	Edit	-	View Enrolment Print
Jack Smith	Active	30-03-05	-	12Y 9M	Edit	-	View Enrolment Print
Jake Smith	Active	15-08-10	-	7Y 4M	Edit	✗	Start Enrolment

*Once completed you can also update your enrolment form to change your details at any time by selecting [View Enrolment](#).

At the Top of your enrolment Form please select the service:

Kids Biz Holidays – Pearce or **Kids Biz Holidays – Gungahlin** or **Kids Biz Holidays – Deakin**

The screenshot shows the 'Enrolment Form for Jake Smith'. The 'Services to enrol' dropdown menu is open, showing 'Kids Biz Holidays & Sports - Pear...' as the selected option. The dropdown is highlighted with a red box.

Enrolment Form for Jake Smith

Services to enrol: * Kids Biz Holidays & Sports - Pear...

Please note all * marked fields must be completed for your enrolment to be submitted.

The Primary parent/guardian is the person linked for any eligible Child Care Subsidy entitlements.

The Secondary parent/guardian is another person who will also have full access to your account and can request, change or cancel bookings and edit contact and child information. **You are not required to have a Secondary contact.**

Your enrolment form must have:

- at least two contacts
 - a Primary & Secondary contact; or
 - a Primary & Additional Contact and
- at least one **Medical Contact**
The medical contact is your family doctor or doctors' practice.

You can add as many additional contacts as you like – you must authorise at least collection and excursion for all contacts

Enrolment Form for Jake Smith

Services to enrol: Kids Biz Holidays & Sports - Pear...

Main Contacts

Additional Contacts

Medical Contacts

Child Information

Immunisations

Other General Questions

Save&Close Cancel

Save Print

Submit

Main Contacts

Primary Parent/Guardian (This person's details are used to claim government subsidy)

Given Name: Jannet
Last Name: Smith
Relation to child: Mother
Email address: emailtest1@gmail.com
You must provide at least 1 contact phone number:
Mobile number: 0400555555
Home number:
Work number:
Building:
Street Address: 17 Cherry Tree Lane
Suburb: Gungahlin
State: ACT
Post Code: 2912
Date of Birth: 21/11/1982

Do you have a CRN? Yes No
I acknowledge that I have no CRN to provide in this form and as a result will not have CCS and other Government payments made to my account to reduce my out of pocket expenses.

Authorisation: Collection Excursion Emergency Medical

Secondary Parent/Guardian

Given Name: Jason
Last Name: Smith
Relation to child: Father
Email address: emailtest2@gmail.com
You must provide at least 1 contact phone number:
Mobile number: 0400555556
Home number:
Work number:
Building:
Street Address: 17 Cherry Tree Lane
Suburb: Gungahlin
State: ACT
Post Code: 2912
Date of Birth:
Authorisation: Collection Excursion Emergency Medical

Gender: Male

Additional Contacts

Add Contact

Please enter at least 1 additional contact for this child's enrolment. This may include emergency contacts when you are not available to be contacted or authorised nominees who may drop off or pick up this child.

Contact - Geoff Smith

Given Name: Geoff Last Name: Smith Relation to child: Grandparei

Email address:

Phone numbers: You must provide at least 1 contact phone number:

Mobile number: 0400555558 Home number: Work number:

Building: Street Address: Suburb:

State: Post Code:

Authorisation: Collection Emergency Excursion Medical

Gender: Female

Main Contacts

Additional Contacts

Medical Contacts

Child Information

Immunisations

Other General Questions

Save&Close Cancel

Save Print

Submit

Once you have completed the enrolment form please select the **Submit** button from the menu located on the left hand side of the screen.

If the enrolment form does not submit there is an error in the form. Please scroll to the top of the form for advice on the error and how to fix it.

Enrolment Form for Jake Smith

Services to enrol: Kids Biz Holidays & Sports - Pear...

Main Contacts

Additional Contacts

- Please complete the fields that are marked mandatory
- Mobile number length should be exactly 10 characters

The fields that are incorrect will also be highlighted in red to make them easier to identify. Please do not enter any spaces in phone numbers or your CRNs.

Additional Contacts

Add Contact

Please enter at least 1 additional contact for this child's enrolment. This may include emergency contacts when you are not available to be contacted or authorised nominees who may drop off or pick up this child.

Contact - Geoff Smith

Given Name: Geoff Last Name: Smith Relation to child: Grandparei

Email address:

Phone numbers: You must provide at least 1 contact phone number:

Mobile number: 0400555555 Home number: Work number:

Once the errors have been corrected please select the **Submit** button.

Once your enrolment form is successfully submitted you will be taken back to your account dashboard. You will be asked to confirm your booking. Please select **Confirm Booking** to complete the entire enrolment process.

Congratulations!

Your child is now successfully enrolled and casual bookings can be created.

3. Add Vacation Care Booking

Go to the **CASUAL BOOKINGS** heading and then select: **Add Casual Booking**

This will open the **Casual Booking Page**

Please select:

- the **Child** you would like to book;
- the **Service** (Pearce or Gungahlin or Deakin)
- the **Room** (roll you would like to book e.g. VAC Full Day)

You will need to book each child individually.

Choose your preferred dates

- To make a casual booking select an available date (**green** dates).
- You will then be able to click on **Book Selected Day** and this will turn the date **purple**.
- Repeat this process for all casual days you would like to book and then select **Save Changes**.

The calendar is colour coded to assist you with availability and changing your existing bookings.

- Available dates **green**
- Dates already booked **purple**
- Unavailable dates **red**
- Program closed dates **grey**
- Absences advised **orange**

Once you have selected **Save Changes** the casual booking terms and conditions will open – you will need to select **Confirm** to complete your booking.

Congratulations!

Your booking is now instantly secured
No waiting for a response or confirmation your child is booked in!

A statement for payment for the casual booking will be emailed to you within 7 days.

To book another child please change the child selected in the drop-down menu at the top of the **Casual Booking Page** and select dates. You must **Save Changes** when you have finished adding casual bookings.

Once you have added all casual bookings for all children please select **Save and Exit** to return to your **my FAMILY Lounge** account dashboard.

The screenshots show the 'CASUAL BOOKINGS' page for the family SMITH, Jannet. It includes a table of current bookings, a form to select child, service, and room, a calendar for December 2017 with color-coded days, and a 'Terms and Conditions' dialog box with 'No' and 'Confirm' buttons.

Child	Service	Total casual bookings next 30 days
Jane Smith	Kids Biz OSHC - MTS	0
Jack Smith	Kids Biz OSHC - MTS	2

Casual Booking for the family: SMITH, Jannet

Please select Child, Service and Room to begin casual-booking.

Child: - Select -
Service: - Select -
Room: - Select -

Buttons: Cancel, Save Changes, Save and Exit

Child: Jack Smith (Enrolled)
Service: Kids Biz Holidays & Sports
Room: VAC Full Day - Pearce

Casual Booking for the family: SMITH, Jannet

Step 1: Select the required Child, Service and Room from the drop-down lists
Step 2: Select a date that you would like to book your child in from the Green or Orange dates
Step 3: Click on the Book Selected Day button and repeat for additional days as required
Step 4: Click on the Save Changes or Save and Exit buttons to confirm changes

Calendar: DECEMBER 2017

Day info for 20/12/2017
Available: 120
Total Room Capacity: 150
Display note:
Book Selected Day

Buttons: Cancel, Save Changes, Save and Exit

Terms and Conditions

I agree: -all information, including my child's medical and custody information is up to date and I will promptly advise any changes; -to all terms and conditions advised on the Kids Biz Holidays website available at:
http://www.kidsbizholidays.com.au/index.php?p=1_18 -to finalise full payment of my account by the due date or a \$30 late payment fee will be immediately applied to my account and my child's place may be cancelled; -all cancellation requests must be lodged via the my family lounge website, app or in writing via email to kidsbizholidays@gmail.com; -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.

Buttons: No, Confirm

You can check your current bookings at any time by opening the **Casual Booking Page** to view your child's booked places.

Only dates shown as **purple** in the calendar are booked in.

Cancelling a Casual Booking

Casual bookings can be cancelled if sufficient notice is provided.

Casual **vacation care** bookings can be cancelled up to 7 days in advance and a \$10 administration fee will be applied.

You can cancel a booking online using the **Add Casual Booking** calendar.

- Select the booked date (this will be **purple**) – the booking details will display on the right side of the calendar and a **Cancel Booking** button will appear.
- Please check you have the correct date then select the **Cancel Booking** button.

The date will now appear **green**.

Casual Booking for the family: SMITH, Jannet

- Step 1: Select the required Child, Service and Room from the drop-down lists
- Step 2: Select a date that you would like to book your child in from the Green or Orange dates
- Step 3: Click on the Book Selected Day button and repeat for additional days as required
- Step 4: Click on the Save Changes or Save and Exit buttons to confirm changes

Child: Jack Smith (Enrolled) ▼
Service: Kids Biz Holidays & Sports ▼
Room: VAC Full Day - Pearce ▼



Day info for 19/12/2017

Available : 115
Total Room Capacity : 150
Display note :

Cancel booking

Cancel Save Changes Save and Exit

Congratulations! - Your cancellation is now instantly updated No need to call or email, the booking has been cancelled.

Advising an Absence

You can advise an absence online using the **Casual Booking Page** calendar.

- Select the booked date (this will be **purple**) – the booking details will display on the right side of the calendar and an **Absent** button will appear.
- Please check you have the correct date then select the **Absent** button.
- The date will now appear **orange**

Dates that are marked as absent cannot be cancelled but they can be re-booked if circumstances change and your child will attend.

Select the date (**orange**) – the booking details will display on the right side of the calendar and you will be able to select **Book Selected Day**.

Casual Booking for the family: SMITH, Jannet

- Step 1: Select the required Child, Service and Room from the drop-down lists
- Step 2: Select a date that you would like to book your child in from the Green or Orange dates
- Step 3: Click on the Book Selected Day button and repeat for additional days as required
- Step 4: Click on the Save Changes or Save and Exit buttons to confirm changes

Child: Jack Smith (Enrolled) ▼
Service: Kids Biz Holidays & Sports ▼
Room: VAC Full Day - Pearce ▼



Day info for 20/11/2017

Available : 30
Total Room Capacity : 66
Display note :

Absent

Cancel Save Changes Save and Exit

Congratulations!

Your child's absence has now been recorded - no need to call or email as we will be instantly notified that your child will not be attending.

If you have any queries or would like some assistance with **my FAMILY Lounge** Online Bookings please contact us at

admin@kidsbizoshc.com.au or call 0439 927 053.