



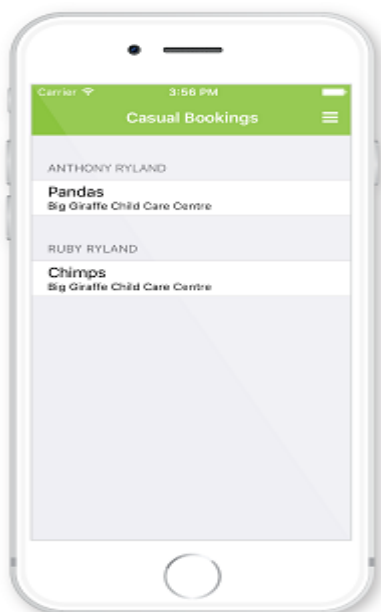
Booking Cancellations and Absences via MFL Phone App

Logging into your My Family Lounge account

- Enter your email address and password
- Press **Sign In**



- Select Casual Bookings from the Menu
- (To receive a notification each time a roll becomes available for your child:
Go to Settings
Activate the Casual Booking Availability option)



- Click on one of your children's names
- Select the roll you wish to cancel/mark absent (i.e. ASC, BSC, Vac Care, Pupil Free Day etc.)
- You will now be viewing the calendar

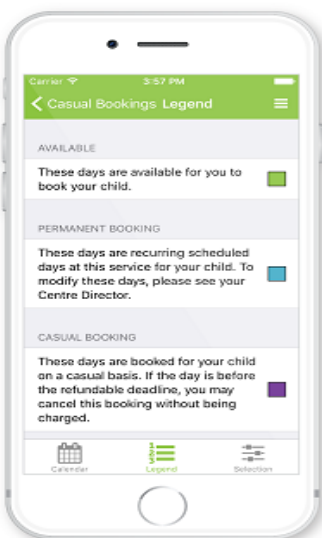
The calendar view is the main view within the Casual App. Your child's booked days are displayed here



- **To cancel a casual booking** click on your child's booked day marked purple on the calendar (you can only cancel with no less than 1 full days' notice otherwise you can only mark as absent and fees will still apply).
 - Press **Cancel** or **Mark Absent** (whichever is available)
 - A pop-up will display advising the day has been successfully marked as absent/cancelled
 - Press **OK**
 - The selected day will change from booked (purple) to available (green) or absent (yellow)
 - **To cancel a recurring booking** we require 7 days' notice in writing to Head Office (this cannot be done through the app). With less than 7 days' notice your child can only be marked as "Absent" and fees will still apply.
- To Mark Absent:
- Click on your child's booked day marked blue on the calendar
 - Press **Mark Absent**
 - A pop-up will display advising the day has been successfully marked as absent
 - Press **OK**
 - The selected day will change from booked (blue) to absent (yellow).

The Centre will receive a notification of this absence. No further communication is required

The **Legend** view explains each colour displayed on the calendar



- Once you have finished using the app click on the **menu** top right of screen
- Select **Sign Out**