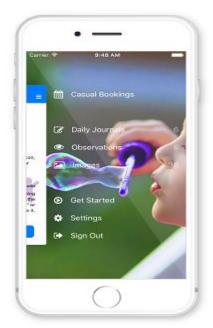


Booking Cancellations and Absences via MFL Phone App

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)

arrier 🗢	3:56 PM	-
	Casual Bookings	
ANTHONY	RYLAND	
Pandas Big Giraffe C	hild Care Centre	
RUBY RYLA	ND	
Chimps Big Giraffe C	hild Care Centre	

- 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

	3:57 PM		-
🕻 Casual Bo			
AVAILABLE			
These days a book your ch	re available for ild.	you to	
PERMANENT B	OOKING		
days at this s	re recurring sc ervice for your days, please s tor.	child. To	
CASUML BOOK	ING		
on a casual b the refundab	re booked for y asis. If the day le deadline, you poking without	is before I may	
111	2 Legend		

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