



Booking Cancellations and Absences via Website

Logging into your My Family Lounge account

- Locate the My Family Lounge Parent Sign In section on our website www.ooshnb.com.au
- Enter your email address and password to **Sign In** to your account

My Family Lounge Parent Sign-In mumsample@gmail.com Sign-In Register

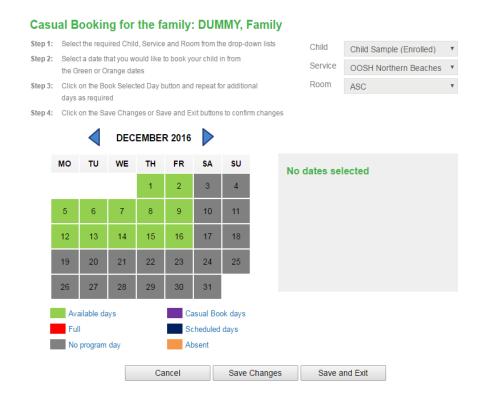
• Ensure you are in the **Enrolment Management** screen



- Scroll down to the **Casual Bookings** section (even for routine bookings)
- Press Add Casual Booking



- Select your child and the Service from the drop down lists
- Select the roll you wish to cancel/mark absent (i.e. ASC, BSC, Vac Care, etc.)
- You will now be viewing the calendar and your child's booked days are displayed here



- To cancel a casual/vacation care booking click on your child's booked day marked purple on the calendar one day at a time (you can only cancel outside our 1 full days' notice period for casual bookings, 7 days for vacation care/pupil free days, if you are within our notice period your only option will be to mark your booking 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) repeat on additional day/s if required and for each child (save changes after each child)

• <u>To cancel a routine/permanent booking</u> we require 7 days' notice in writing to Head Office as this cannot be done through MFL via our website. Outside of our 7 days' notice period your child can only be marked as "Absent" and fees will still apply in that instance.

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) repeat on additional day/s if required and for each child (save changes after each child)
- Once you have finished click on Save and Exit
- Select Log Out

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

Please note: Routine bookings (as a once-off) and Casual bookings can also be cancelled/marked absent through the My Family Lounge phone app in line with our required notification period.