



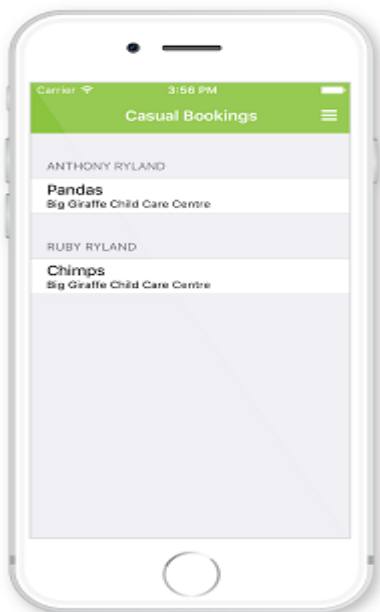
Casual Booking Cancellations and Absences via MFL Phone App

Logging into your My Family Lounge account

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



- Select Sessions from the Menu
(including for routine/permanent bookings)



- 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

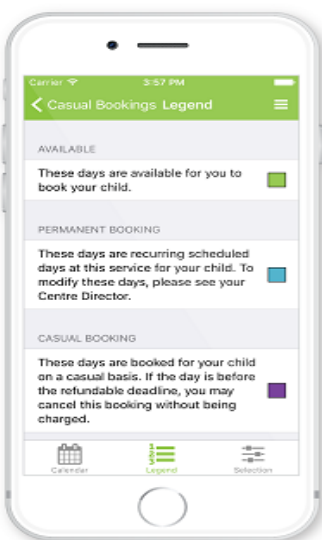
The calendar view is the main view within the Casual App. Your child's booked days are displayed here



- **To cancel a casual booking** click on your child's booked day marked purple on the calendar. You can only cancel outside of our 1 full days' notice period for casual bookings, 7 days for vacation care/pupil free day bookings. If you are within this notice period you will only be given the option to mark your bookings as "absent" and fees will therefore still apply in that instance.
- 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)

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**