

How to make Bookings and mark Cancellations in Fully Booked

Families are able to make and cancel bookings within their Fully Booked account.

All bookings MUST be made by 7am of the day for Before School Care and by 2.30pm of that day for After School Care. Please contact the service by phone or text if your child needs to be informed they are attending After School Care.

Step 1:

Log into your account by using the link below. We recommend saving this link to your home page or as a bookmark. This page is very phone friendly so can be used on your phone also.

<https://redwoodparkoshc.fullybookedccms.com.au/family>

Step 2:

Scroll down to the Preview Bookings Calendar and click 'Add/Change Bookings'



Preview Current Bookings

March 2020



month week day

Mon	Tue	Wed	Thu	Fri	Sat	Sun
24	25	26	27	28	29	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15

Step 3:

You will then need to select your care type by clicking the drop-down box. Eg, Before School Care, After School Care, Pupil Free Day or Vacation Care.

 **Update Bookings:**

Please select a service  Please select a child 

Step 4:

If you have multiple children enrolled at the service, you will need to select a child and add bookings individually for each child.

 **Update After School Care Bookings:**

Redwood Park OSHC  After School Care  Please select a child 

Step 5:

Once you have selected a child a yearly calendar will appear, and your screen will look like the picture below.

 **Update After School Care Bookings: Demo Child**

After School Care  Demo Child

Clicking on available days will add / remove them from your selection and please ensure you click 'Save changes' to save all changes to the calendar before clicking away from this page.

Book using the default options set by the service

 Available  Booked  Attendance w/o booking  Cancelled  Full  Service Not opened

 Almost Full

2020

January 

M	T	W	T	F	S	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

February 

M	T	W	T	F	S	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	

March 

M	T	W	T	F	S	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

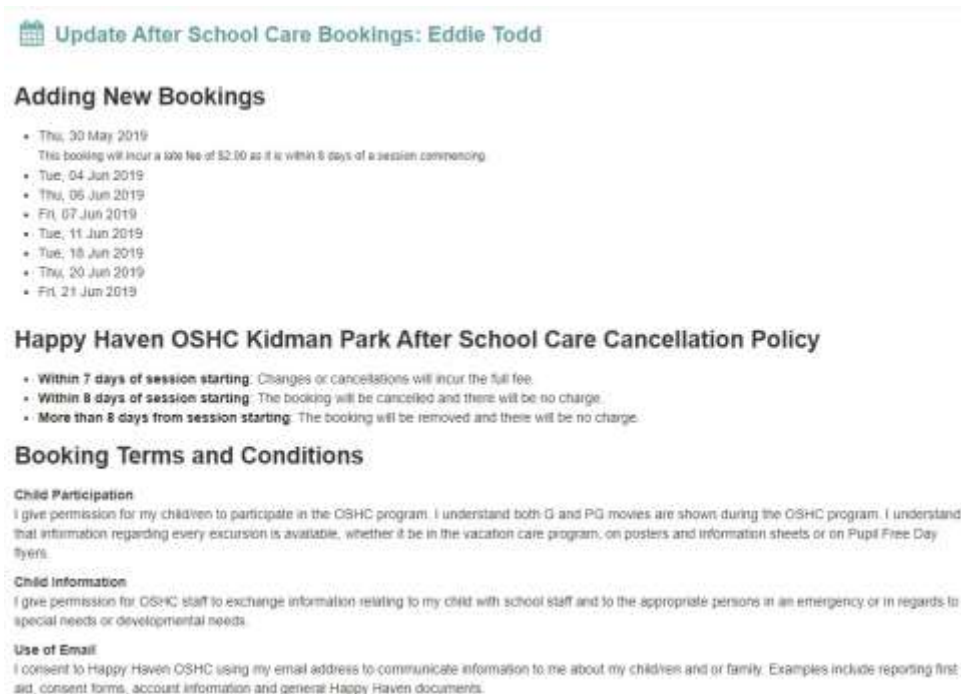
Step 6:

Have a read of our booking terms and conditions, you will then be able to select the days you wish to book in for. Days you are booking in for will turn green as per below.



You will then scroll to the bottom of the screen and click 'next'.

A booking confirmation screen will pop up looking like the below. This is what will be your 'Complying Written Agreement' (CWA).



Have a read of the days you have selected, our cancellation policy and booking terms and conditions and scroll to the bottom to click 'Confirm'. It will then pop up at the top to confirm your bookings have been added.

Thank you! You have successfully made booking changes for DEMO to Redwood Park OSHC After School Care. Please confirm these changes below. If you would like to make additional booking changes for other children please select them in the menu below.

If you have multiple children or wish to book your child in for another care type you will need to complete the above steps again for that child/care type.

Once all your bookings have been added and confirmed you can head back to the dashboard by clicking on the Redwood Park OSHC logo on the top left hand corner.

You will also be able to see your bookings back on the dashboard as shown below.



Child Care Subsidy

Once you have made your bookings, if you have not used the service in an 8 week period you will receive an email from Fully Booked notifying you to confirm your child's enrolment with Redwood Park OSHC. ***This is why it is super important you do not opt-out of all email marketing from Redwood Park OSHC when you enrol.***

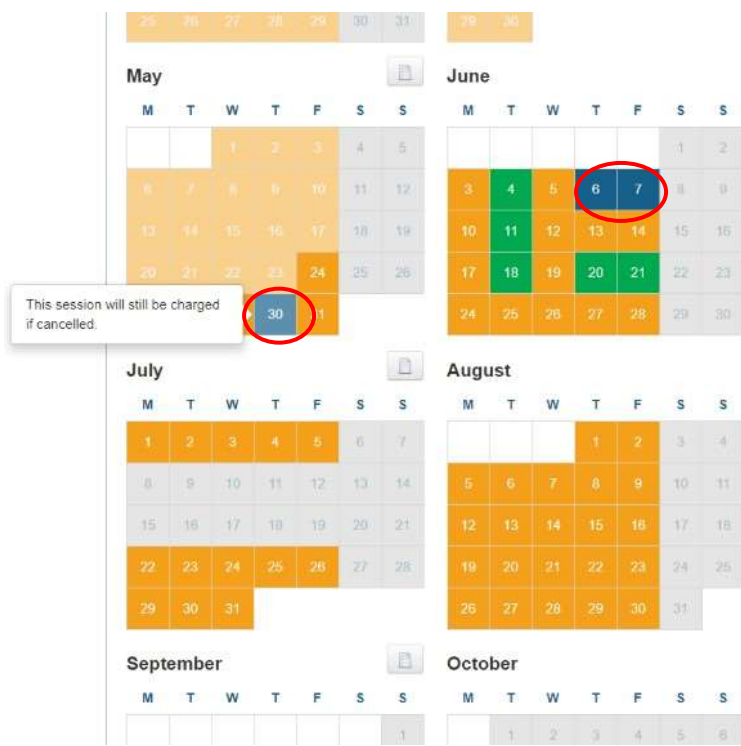
How to Cancel a Booking or Notify of an Absence

All cancelations and notification of absence MUST be done;

- 48 hours' prior for Before and After School Care
- 7 days prior for Pupil Free and Vacation Care

Follow Steps 1 through to 6.

To cancel or mark as absent you will need to turn your green days blue by clicking on them. If you hover over the day it will let you know if you will be charged due to our cancellation policy.



Once selected you will then scroll to the bottom of the screen and click 'Next'. A booking confirmation screen will pop up looking like the below.

 Update After School Care Bookings: [REDACTED]

labelling="Section-Header">Cancelling Bookings

- Thu, 30 May 2019
This session will still be charged for after cancellation.
- Thu, 06 Jun 2019
- Fri, 07 Jun 2019

labelling="Section-Header">Booking Terms and Conditions

labelling="Section-Header">Child Participation

I give permission for my child/ren to participate in the OSHC program. I understand both G and PG movies are shown during the OSHC program. I understand that information regarding every excursion is available, whether it be in the vacation care program, on posters and information sheets or on Pupil Free Day flyers.

labelling="Section-Header">Child Information

I give permission for OSHC staff to exchange information relating to my child with school staff and to the appropriate persons in an emergency or in regards to special needs or developmental needs.

labelling="Section-Header">Use of Email

I consent to Happy Haven OSHC using my email address to communicate information to me about my children and/or family. Examples include reporting first aid, consent forms, account information and general Happy Haven documents.

labelling="Section-Header">Work Consent

Have a read of the days you have selected, our cancellation policy and booking terms and conditions and scroll to the bottom to click 'Confirm Changes'. It will then pop up at the top to confirm your bookings have been added.

Thank you! You have successfully made booking changes for DEMO to Redwood Park OSHC After School Care. Please confirm these changes below. If you would like to make additional booking changes for other children please select them in the menu below.

You will be able to see on your calendar that the days you get charged for will remain in blue, the days you will no-longer be charged for will turn back yellow.



If you have multiple children or wish to book your child in for another care type you will need to complete the above steps again for that child/care type.

Once all your bookings have been added and confirmed you can head back to the dashboard by clicking on the Redwood Park OSHC logo on the top left hand corner.