



# HAPPY HAVEN

## How to Make Bookings in Fully Booked

Families will now be able to make, change and cancel bookings all within their Fully Booked account.

### 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://happyhaven.fullybookedccms.com.au/family/login>

### Step 2:

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

Preview Current Bookings

May 2019

Mon	Tue	Wed	Thu	Fri	Sat	Sun
29	30	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19

This will then bring you to this next page.

### Update Bookings:

Please select a service ▾ Please select a child ▾

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### Step 3:

If you attend more than one Happy Haven service you will need to select which service you wish to make your booking for by clicking the drop down box. If you only attend one service your service will automatically appear. If you need to be linked to another service (for eg, for Vacation Care) please contact us on 8155 5444 and we can link the service to your account.

Please select a service ▾

#### Step 4:

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

#### Update Bookings:

Happy Haven OSHC Kidman Park ▾ Please select a care type ▾ Please select a child ▾

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#### Step 5:

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:

Happy Haven OSHC Kidman Park ▾ After School Care ▾ Please select a child ▾

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#### Step 6:

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

#### Update After School Care Bookings:

Happy Haven OSHC Kidman Park ▾ After School Care ▾

**I understand that:**

- If there are any changes or cancellations to the days I have indicated, I must notify the OSHC Service.
- To cancel your bookings permanently you must complete a cancellation form.

**I understand that by completing bookings:**

- I abide by my services bookings and cancellation policy which can be found at [www.happyhaven.com.au/families](http://www.happyhaven.com.au/families) and in the services family handbook.
- If I have given less than 5 business days notice to cancel a booking, I will be charged as an Absence day
- If I have given more than 5 business days notice to cancel a booking, no fee is charged
- If I have given less than 5 business days notice when making a casual booking will incur a casual booking fee.

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.

-  Available  Booked  Attendance w/o booking  Cancelled  Full  Service Not opened
-  Almost Full  Waitlist available  On the waitlist

2019

#### 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

#### 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

#### 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

## Step 7:

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.

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

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).

### Update After School Care Bookings: Eddie Todd

#### Adding New Bookings

- Thu, 30 May 2019  
This booking will incur a late fee of \$2.00 as it is within 8 days of a session commencing.
- Tue, 04 Jun 2019
- Thu, 06 Jun 2019
- Fri, 07 Jun 2019
- Tue, 11 Jun 2019
- Tue, 18 Jun 2019
- Thu, 20 Jun 2019
- Fri, 21 Jun 2019

#### Happy Haven OSHC Kidman Park After School Care Cancellation Policy

- **Within 7 days of session starting:** Changes or cancellations will incur the full fee.
- **Within 8 days of session starting:** The booking will be cancelled and there will be no charge.
- **More than 8 days from session starting:** The booking will be removed and there will be no charge.

#### Booking Terms and Conditions

##### 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.

##### 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.

##### Use of Email

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

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 [redacted] to Happy Haven OSHC Kidman Park After School Care. Please confirm these changes below. If you would like to make additional booking changes for other children or services 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 Happy Haven 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 Happy Haven. ***This is why it is super important you do not opt-out of all email marketing from Happy Haven OSHC when you enroll.***

## How to Cancel a Booking or Notify of an Absence

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]

## cancelling Bookings

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

## Booking Terms and Conditions

### 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.

### 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.

### Use of Email

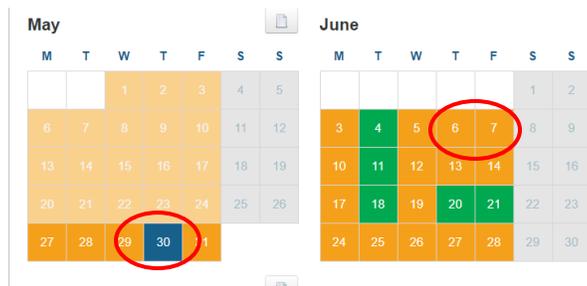
I consent to Happy Haven OSHC using my email address to communicate information to me about my child/ren and or family. Examples include reporting first aid, consent forms, account information and general Happy Haven documents.

### 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 [redacted] to Happy Haven OSHC Kidman Park After School Care. Please confirm these changes below. If you would like to make additional booking changes for other children or services 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 Happy Haven logo on the top left hand corner.