



BOOKINGS & CANCELLATIONS

Parent Handbook 2020

BOOKING REQUIREMENTS

In order for parents/guardians to make a booking at our centre, their child/children need to be enrolled and approved by the nominated supervisor before commencement. Term bookings must be made each term, as bookings will not be carried over from term to term, this is to allow families flexibility.

HOW TO MAKE BOOKINGS?

Our Service allows parents/guardians to create bookings via two options on a term-to-term basis.

1. Term booking forms.
2. Mobile App Bookings.

TERM BOOKING FORMS

Term booking forms are emailed out to parents/guardians before the commencement of each term/vacation care period or can be accessed from the Service. The form allows parents/guardians to nominate the preferred days and sessions of attendance for their child/children. These days will remain in place for the duration of the term/ Vacation Period indicated on the form.

Changes to any bookings need to be submitted to the Supervisor in writing using the centre's communication book or via email. If your child/children is/are going to be absent from a booked session, kindly inform the supervising officer to allow another child to take their place.

MOBILE BOOKINGS

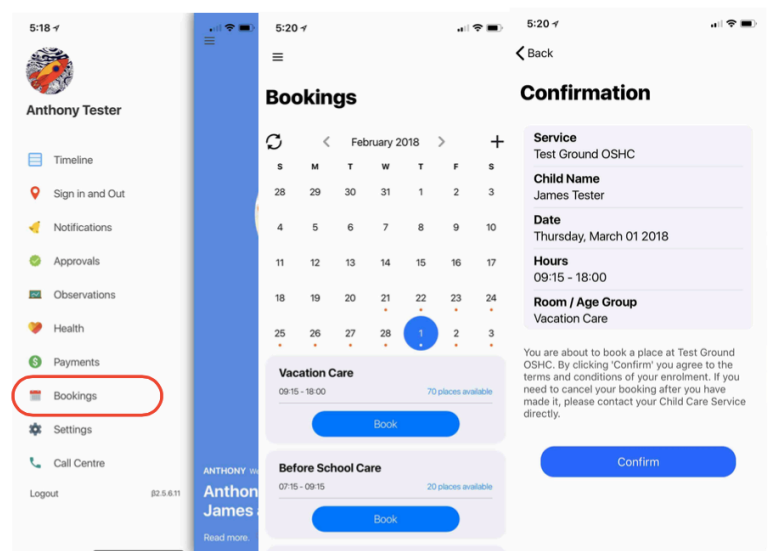
Mobile bookings allow parents/guardians to view the available bookings for a Service on any given day on the Xplor app and instantly book a session.

Download Xplor Care App though App Store or Play Store -> Log in using email and password credentials -> Able to view booked sessions and make bookings when available. If you cannot find the app in the app store you can Google Xplor Care app.



Create Bookings:

1. Touch or slide the menu bar located on the top left.
2. Select Bookings.
3. Select a date to view space availability (Only rooms with spaces available will be viewable).
4. Select Book and you be able to see all the booking details information.
5. Once confirming the booking, you will see the booking in your calendar instantly.



CANCELLATIONS

As per our centre's policies, once a booking has been made we are not able to cancel the requested session and families will be charged the fees for that session. However, if notice is given and your child/children's spot can be replaced, your session will be cancelled and you will not be charged for the session.