

## Fully Booked Information

### Enrolling:

To create an account and enrol follow the steps below.

**\*\*This will take approximately 10 minutes, but you will only need to complete this larger step once, after registration of your family, bookings will be managed quickly and with ease. \*\***

1. Click on the link here or type this address into your internet browser on your phone, tablet or PC. <https://stagnesoshc.fullybookedccms.com.au/family>  
**We recommend saving this as a bookmark on your device, as this is how you will update enrolment information and bookings in the future.**
2. On our home page you will see a welcome notice with helpful information.  
**Please read this before continuing.** You will then be able to click the 'Register Now' button to begin creating your account.
3. You will then be taken to the new user registration page. Please then enter your email address and create a password. You will be given the option to receive email notification. Please note you do not have to receive these notifications, however, we strongly recommend you do as this will ensure you are able to keep on top of your account and receive important information regarding payments, subsidy etc. You will also be asked to read and accept our terms and conditions before continuing. **We again recommend you read this as it has information regarding fees, payments and policies.**
4. You will then be able to register and will be taken to your main dashboard. You will be required to verify your email address. You should be sent a verification email asking you to follow a link which will then verify your email address and take you back to your dashboard.
5. Next you will be able to begin adding a primary parent or guardian and emergency contacts. To do so click 'Add Contact' next to the Parents/ Guardians & Contacts section. Begin filling in all required sections. Please ensure the primary parent or guardian is the individual registered with Centrelink to ensure you receive subsidy. It is also a good idea to double check DOB and CRN are both correct, as subsidy will not be applied if incorrect. Once all sections are completed click 'Save' if you wish to add another person, or 'Save and Back' to return to your dashboard.
6. You will then be able to continue adding contacts as required. Please ensure you accurately select if the individual is a parent or guardian, or an emergency contact.
7. Once all emergency contacts have been successfully added you will be able to begin adding children. To do this, click 'Add Child' next to the Children section on your dashboard. You will then again be asked to fill in all required sections, including medical information and consents. Please ensure if you are eligible to receive subsidy that you opt to do so. You will then be asked to enter your child's CRN. Again, please check this is correct as if there are any errors subsidy will not be applied. Once all details have been successfully entered click 'Save' if you wish to add another child, or 'Save and Back' to return to your dashboard.
8. Next you will be required to add your payment details. This can be done in the Account Details section on your dashboard by clicking 'Click Here' to add payment details. Then click the

drop down box for 'New Payment Type'. You will be given the choice of Credit Card or Direct Debit and will be required to enter the appropriate details. Once completed, accept the terms and agreements before clicking 'Save and Back' to return to the dashboard.

9. You will then be taken back to your main dashboard and should now be able to see a booking calendar. Once this appears, you have successfully completed the enrolment process and will be ready to begin entering your bookings. If this calendar does not appear it will mean you have left a task uncompleted on your account. This should show up as a warning for you to go back and complete.

10. **If you are having any issues we're here to help, please contact us by calling our mobile or emailing and we will be able to assist you.**

### **Booking:**

To make bookings follow the steps below.

1. Log into your account using the Fully Booked link provided by St Agnes OSHC. <https://stagnesosohc.fullybookedccms.com.au/family>. We recommend saving this as a bookmark on your device as it will be required to make bookings and update enrolment information in the future.

2. Once logged in, scroll down to the calendar on your dashboard. Click 'Add/ Change Bookings' located at the top right of the calendar.

3. Select the care type you would like to book in for (e.g. before school care, after school care or vacation care). If you have more than one child, you will need to select which child you would like to book for. Bookings will need to be added individually for each child.

4. Once you have selected a child, a yearly calendar will appear, as well as our booking terms and conditions. **Please read these to ensure you are aware of booking and cancellation policies.**

5. Days available for you to make a booking will appear orange on the calendar. Simply click on the days you would like to book for and they will turn green. Once you have selected all the days you would like to book in for scroll down and click 'Next'.

6. You will then be taken to a booking confirmation page, displaying your new bookings as well as our cancellation policy and other booking information. **Please double check your bookings are correct before clicking 'Confirm'.**

7. You should then be able to see your bookings appear on the calendar on your main dashboard. If you have multiple children or require more than one care type, repeat this process.

8. To cancel a booking follow steps 1 through to 4. Click on the days you would like to cancel and they will turn blue. If you are cancelling with less than 48 hours' notice you will be charged as per our cancellation policy. Once selected click 'Next'. You will be taken to a cancellation confirmation page, displaying your cancellations. Please double check these are correct before clicking 'Confirm'. Please note cancellations made with less than 48 hours' notice will be marked as an absence.

## **Fees**

BSC \$16

Preschool \$18

ASC \$22

Preschool \$24

Casual fee (less than 48hours notice) an extra \$3

Cancellations for BSC and ASC need to be made 48 hours in advance or a session fee will be charged

Vacation care \$51

Preschool \$53

Vacation care Excursion/Incursion \$56

Preschool \$58

Cancellations for Vacation care need to be made by Friday the week before or a session fee will be charged.

## **Ezi Debit**

Statements will be sent to family's weekly on a Monday. Payments will be taken out of parents accounts fortnightly on a Thursday. If payments fail, there will be a charge of \$14.80 from Ezidebit so please ensure your account number and BSB are correct and you have sufficient funds available. If you do not think you will be able to have sufficient funds, please speak to our staff and we can organise setting up a payment plan.

## **FAQs:**

- How do I make a vacation care bookings?

Our vacation care program is usually made available to families 4 weeks before the holidays each term. Once the program is made available, families will be able to make bookings online, in the same way they would during term time but under the vacation care tab. We would recommend families do this as soon as possible once the program becomes available, as spots do often fill up.

- Why am I unable to add bookings?

There may be a few reasons why you are unable to add bookings. The first reason may be an incomplete enrolment. Fully Booked requires all sections of enrolments to be filled out to ensure accuracy of information provided. If you have missed a section on the enrolment you will be unable to make bookings until this is completed. Any missing information will be flagged for you on your dashboard.