

Ending a booking – QK Enrol



Narnia
Early Learning
FOR THE WHOLE OF LIFE

Parents cannot end a booking using the My Family Lounge Application or by signing into their account.

Guardians that are making a change to a booking (adding or removing days) can do this in My Family Lounge and the system will put an automatic end date on the old booking the day before the new bookings is to start.

These instructions are for the ending of bookings because a family is leaving the service or no longer require a permanent booking.

Parents must email the service and provide 2 weeks preferably written notice (this must be in writing – if a parent has called or you another staff member such as the Director has provided details of an enrolment ending, email the parent listed as the primary guardian advising them that their booking has been ended on XX date as advised by XX staff member. They don't need to reply, but if the details are not correct then the responsibility is back on the guardian to advise Narnia. If a parent has emailed the service, respond with the end date based on 2 weeks from the date of the notice and be sure to advise that they will not be eligible for CCS if the child/ren do not attend during the notice period.

Once you have received notice – end the booking in the QK Database;

1. Log Into the Qikkids data base;
2. Go to the Accounts Screen;
3. Find the relevant family;
4. Select “**Bookings**”

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Allen, Jade

? General Contacts Immunise Flags
ISS/FSF Enrol Billing ACCS
Children Bookings Medical

All Children

Roll	Child	Begins	Ends
After School	Jade	12/8/24	--
Vacation Care	Jade	24/6/24	28/7/24

New Edit Delete Reports Help
Show Hidden Restore Deleted Bookings

5. Select the booking that you need to end.
6. Double Click on the booking;

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7. Double check that you have the correct child;
8. In the “End” drop down select the end date of the booking. The end date must be the Sunday of the 2nd week of the notice period (not the last date they will be attending)

If there is a day in the week of their usual booking that is after the notice period end date, you still make the end date the Sunday of that week, but you will need to go directly to the roll and remove the child entry for the day that is outside the notice period.

9. Go to the **Exited** drop down, tick the box and select the relevant reason in the drop down. If you are not sure – check with your Director. The “other” option is only to be used if the reason for ending the booking is not listed.

Enrolments & Permanent Bookings

Roll: Children: ☒ Jade Allen

☐ Show Archived Rolls Renew By:

Status: Accepted:

Frequency: Suspended: ☐

Begins: Ends: ☒ 22/09/2024

Exited: ☒ <Add New Reason> Casual Fee: <default casual>

Created: QikKache 8/8/24

Every Week

	In	Out	In	Out	Booked Attendance	Roll Notes
☐ Mon					<default booking>	
☐ Tue					<default booking>	
☐ Wed					<default booking>	
☒ Thu					<default booking>	
☐ Fri					<default booking>	
☐ Sat					<default booking>	
☐ Sun					<default booking>	

Example: 7:30am 8:30am 2:30pm 6:00pm Normal Tennis from 4pm

Notes:

Approve:

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10. Select OK
11. Check the roll's to make sure that the child has been removed after the notice period (ending the booking will automatically remove any roll entries in the next week, however if you are ending the booking and the end date has now passed, you will need to confirm the roll entries have been removed).

Never remove a roll entry if there is an attendance. If the child has been marked absent check what the agreement was with the family regarding their notice period.

You can then log into QK Enrol and go to the family's account to see if the end date has come across correctly.
12. Email the family to confirm the booking has been ended, the last date the child will attend, and when their final payment will be (pending any CCS differences if the child is absent on their last day)