

How to Change your child's permanent booking



**Narnia
Early Learning**
FOR THE WHOLE OF LIFE

There is a 2-week notice period to end or change bookings. Please contact the Service at narnia.admin@spcc.nsw.edu.au or phone either 0249606685 or 02 40628065 if you require any assistance with changing your booking.

For the most optimal experience, please use **Google Chrome on a computer or laptop**. Mobile devices and other browsers may not support all features (e.g. digital signature).

To make a "Request to Change Existing booking"

1. Sign into your account [HERE](#)
2. Scroll down to Current Booking, select **EDIT** next to your most update to date booking (ie the booking you want to update)

CURRENT BOOKINGS

Current permanent weekly/fortnightly bookings are displayed here. To request a change in booking press the edit option.

SERVICE	ROOM	CARE TYPE	STATUS	CHILD	START DATE	END DATE	EDIT
SPCC Saints Ac		School Care	ASC	Placed	9/02/2026		Edit

3. Complete the request to change existing booking
 - a. Select the preferred Start Date (note that this may be changed by the service when you receive an offer to allow for the 2-week notice period)
 - b. Tick the New Days
 - c. Add any comments
 - d. Select **Request**

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REQUEST CHANGE TO EXISTING BOOKING
(This is a request only and is pending availability. Your service will contact you to confirm change)
Child Name: PacificOceanInIndia AfricaAustraliaAmerica Care Type: BSC

Currently selected Service(s): Wesley OOSH - Epping West Test

Preferred start date 08-11-2019 No. of Days 3

Will you accept less days? Y ☐ N ☒

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Previous Booking Days	☒	☒	☒	☐	☐	☐	☐
New Days	☒	☒	☒	☐	☐	☐	☐
Days that do not suit me	☐	☐	☐	☐	☐	☐	☐

Flexibility Comments

APPLICATION DATE 08-11-2019

REQUEST

CANCEL

- Narnia will receive your request and respond within 48 hours (or the next day the Service is open) with an offer if the days you require are available, or an email if they are not and an alternate offer
- The offer will be sent from do_not_reply@qikkids.com.au. To finalise the change to your booking you must **ACCEPT and CONFIRM** the new booking by the due date noted in the offer. The new booking cannot be accepted once the offer has expired, and your booking will not be updated until you have accepted and confirmed your new booking. If your offer has expired please contact the Enrolment and Administration Office as soon as possible and if a vacancy is still available they will be able to send a new offer.

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6. You will receive an email saying that an Offer for the new booking is now available for you.
7. Sign in to the My Family Lounge web portal or follow the link in the offer email.
8. Go to the **Offer** section.
9. Click on **View Offer**.

PacificOceanInIndia	20-11-19	Open	BSC	Wesley OOSH - Epping West Test	3								26-11-19	View Offer
AfricaAustraliaAmerica	S:20-11-19													

10. The Offer screen will appear.
11. Click on the **Accept** button.

WESLEY OOSH - EPPING WEST TEST

Letter of Offer

Date Submitted: 08-11-19

We are offering your child a place at the following centre:

Child Name PacificOceanInIndia AfricaAustraliaAmerica

Provider Wesley OOSH - Epping West Test

Care Type BSC

Start Date 20/11/2019

Days Offered Mon,Tue,Wed,Thu,Fr

Previous Booking Days Mon,Tue,Wed

Fees

Normal Session

Additional Comments

Expiry Date 26/11/2019

Accept/Decline Offer

Please accept, decline or change the offer

Enrolment Form Submitted

PacificOceanInIndia is enrolled at this service

Confirm

Please note you need to confirm to secure the placement

By accepting the offer, you are also accepting the [Terms and Conditions](#) specified by the service

Accept

Decline

Decline & Change

12. Select **Confirm Booking** to finalise the changes to your child's permanent booking.

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WESLEY OOSH - EPPING WEST TEST

Letter of Offer
Date Submitted: 08-11-19

We are offering your child a place at the following centre:

Child Name	PacificOceanIndia AfricaAustraliaAmerica
Provider	
Centre	Wesley OOSH - Epping West Test
Care Type	BSC
Start Date	20/11/2019
Days Offered	Mon,Tue,Wed,Thu,Fr
Previous Booking Days	Mon,Tue,Wed
Fees	
Normal Session	
Additional	
Comments	
Expiry Date	26/11/2019

Offer Accepted Enrolment Form Submitted **Confirm**

Please confirm to finalise the booking

Confirm Booking

PLEASE NOTE THAT YOU CANNOT END PERMANENT BOOKINGS ONLINE. YOU MUST EMAIL YOUR SERVICE LOCATION ADVISING THAT YOU WISH TO END YOUR BOOKING.

There is a 2-week notice period for the ending of permanent bookings.

Please refer to the Narnia Fee Policy for more information regarding notice period.