



Melrose Park

Operating Hours
7:00am - 6:00pm

CENTRE DAY = CENTRE PROGRAM CENTRE WORKSHOP = AN EXTERNAL PROVIDER + CENTRE PROGRAM EXCURSION = OFF-SITE EXPERIENCE + CENTRE PROGRAM



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Vacation Care Information

Head Office Contact

9762 5757

IMPORTANT INFORMATION REGARDING VACATION CARE

WHAT YOU NEED TO KNOW

Bookings can be made through the “My Family Lounge” app. You can access the app by downloading this through Google Play or the App Store. Please refer to the booking guide attached.

BOOKING DEADLINE

Please note all bookings made by the **26th March**. After this date, all dates will be capped and only days marked as **GREEN** on the app will be able to be booked. Note, dates marked as **RED** on the My Family Lounge app are full.

CHILD CARE SUBSIDY

Please note that if you have not attended the service in the last 14 weeks you must re-confirm your enrolment on your MyGov account to receive CCS rebates. Jigsaw OOSH cannot do this on your behalf.

CANCELLATIONS OF BOOKINGS

Fees will apply if Jigsaw has not received sufficient written notice.

Cancelling your booking with less than a weeks’ notice - The booking will be removed and replaced with a \$20.00 fee.

Cancelling your booking with 24 hours’ notice or less - The booking will be removed and is replaced with a fee that is half of the non-subsidised cost for the booking on that day.

Cancelling on the day - The booking will be marked as absent and full fees will apply.

Please email all cancellations to admin@jigsawoosh.com.au

TERMS AND CONDITIONS

Please refer to your enrolment forms Terms and conditions for further details regarding our T&Cs

BOOKING VACATION CARE

STEP ONE

Log Onto your My Family Lounge App.

STEP TWO

Go to your Sessions Tab with the calendar icon and choose the “VAC” roll.

STEP THREE

Go to the Vacation Care Period and select your desired date.

STEP FOUR

Once you select your desired date, a pop up will appear. This holds information for the day and some of T&Cs. Scroll down to the bottom of the page and select “Book Session”

STEP FIVE

Once you have successfully booked in your Vacation Care booking, on the calendar the desired date will appear with a “Purple” underline.

STEP SIX

Repeat step Four and Five for all other desired dates.