

HOW TO MAKE BOOKINGS FOR VACATION CARE

If your child is currently enrolled in our service, you can make vacation care bookings via your iParent Portal account.

Please follow these steps to make a booking:

1. Login to your iParent Portal account. (Click [HERE](#) to go to the iParent Portal)
2. Select the BOOKINGS tab
3. Select the calendar dates you need, one by one, and click “CASUAL BOOKING”
4. Link the child and the session (ie vacation care)
5. Acknowledge the agreement and SAVE. Do this for each booking date you need.

Checking if your bookings have been accepted:

You can check your bookings at any time via your BOOKINGS tab in the iParent Portal. If you see your bookings there, you know they have been accepted.

You may find it helpful to download the Kidsoft App from the App or Play Store. This app is easy to use and will enable you to easily check your account, make bookings etc at any time.



Why isn't the portal accepting the bookings I'm trying to make?

If your booking is *not* accepted by the portal, this could be because you have made the booking after business hours the day prior to the day of care or you are trying to create a booking for the same day of care. Our portal is set to prevent bookings too close to the day of care. Your booking will need to be verified by a staff member to ensure we have sufficient staff to meet ratio requirements. Please contact the service at the next available opportunity so that a staff member can approve your booking request, if possible.

Can I cancel vacation care bookings at a later date?

Please note that cancellations in vacation care will still be payable once the holiday period has begun. After this time, we do allow swaps to other days in certain circumstances. Please contact us in person or by phone or email to discuss cancelling a booking. It is not possible to cancel bookings via the iParent Portal at any time.

Please click [HERE](#) to read more about our cancellations policy.