



HOW TO MAKE A VACATION CARE BOOKING WITH ST NICHOLAS OOSH

GUIDE FOR FAMILIES



St Nicholas OOSH

DIOCESE OF MAITLAND-NEWCASTLE



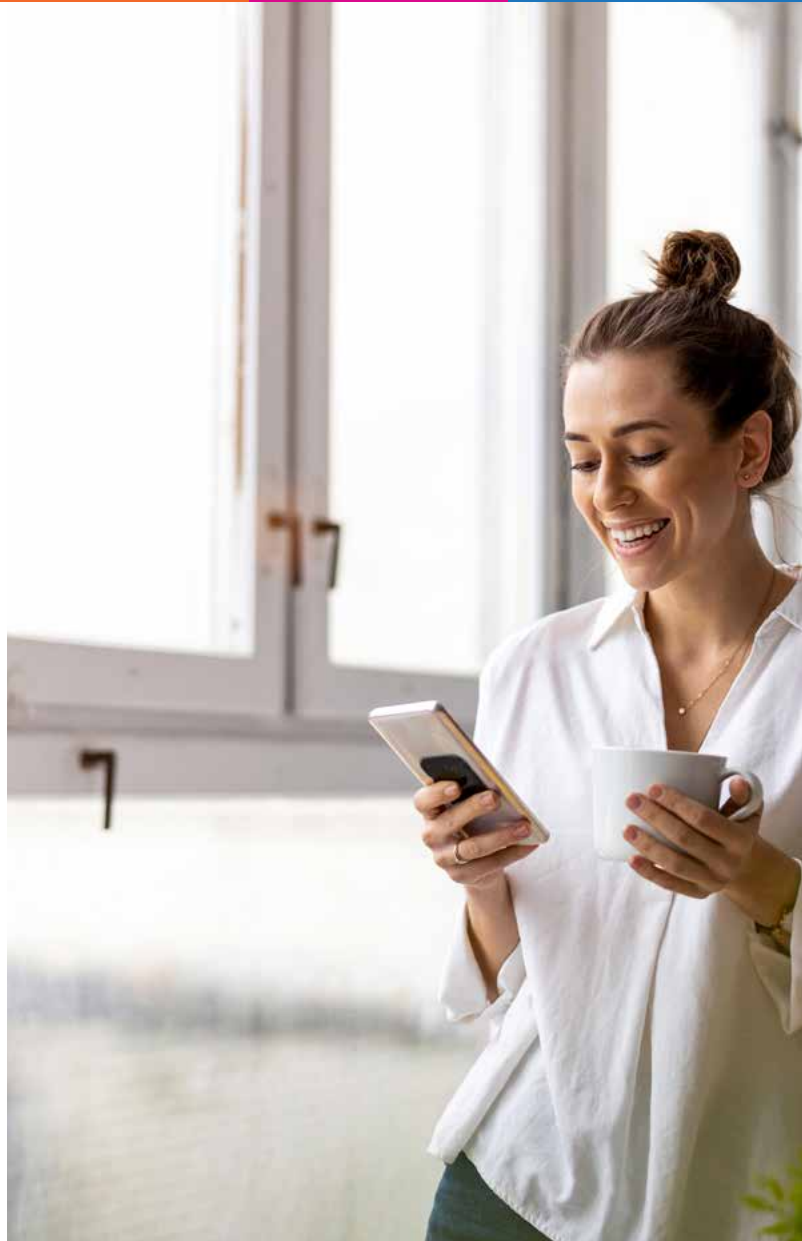
stnicks.org.au

If your child has previously attended the service

See next page for visual guide

When requesting a vacation care booking in Xplor, families will navigate as follows:

1. Go to the 'Bookings' tab
(note: if your child attends multiple services, please select the preferred service for this booking request)
2. Select 'New' in the top-right corner of the screen
3. Select 'Bookings' from the options that appear
4. Select the child the request is being placed for (note: you can only select bookings for one child at a time)
5. Select the date
6. Select the session
7. Select 'Save'
(note: repeat process for each additional booking)
8. Once you have selected and saved all of your required bookings, navigate to the cart in the top-right corner of the screen
9. Select 'Request'
10. Your booking will be sent to the service to approve
11. Once your booking has been processed, you will receive a notification from Xplor.
(note: make sure you have your app notifications switched on)



PLEASE NOTE

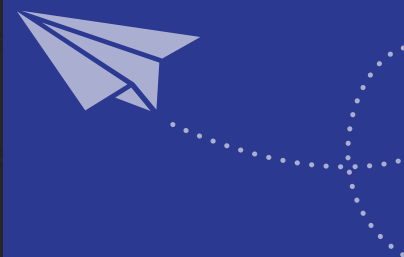
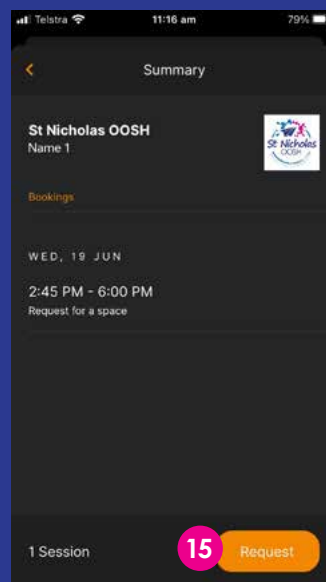
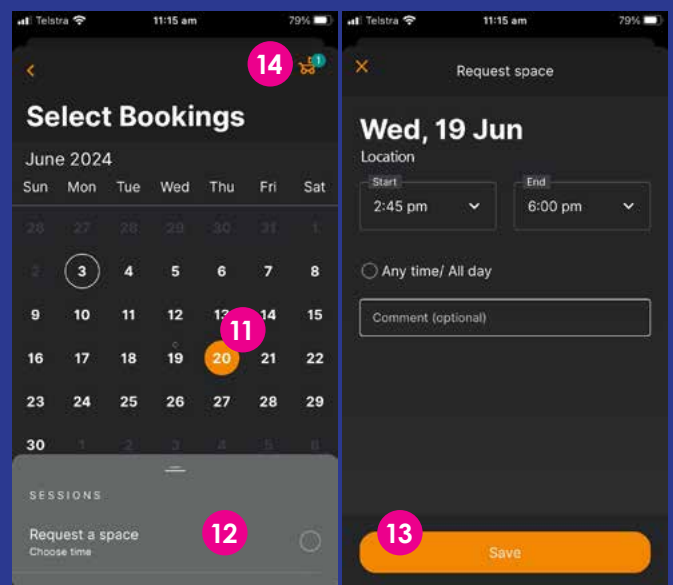
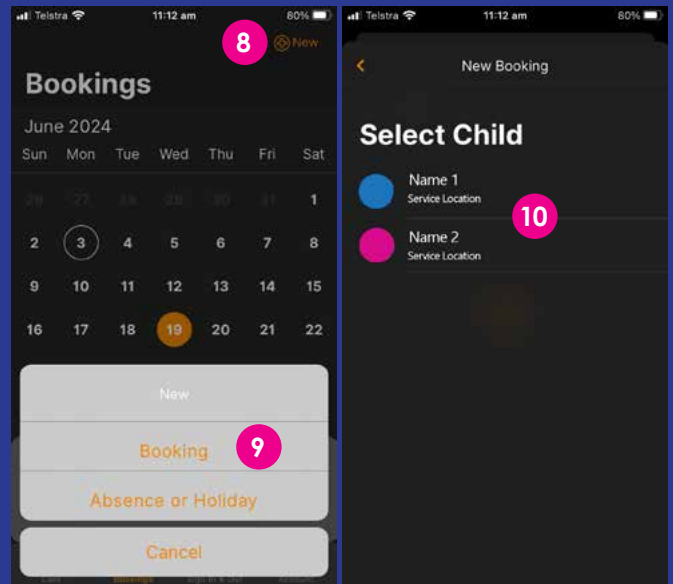
- Submitting a booking request does not constitute a confirmed booking. No booking is confirmed until you have received confirmation from St Nicholas
- Booking requests submitted less than 48 hours (excluding weekends and public holidays) before the requested booking date may not be accepted
- Bookings for Vacation Care days where an excursion is taking place are not finalised until excursion authority forms are completed and returned
- If you have not completed the Child Care Subsidy (CCS) component of your enrolment you will be charged the full rate
- We have a 5-day cancellation policy, after which the parent/carer will be liable for their full fees for that booking.

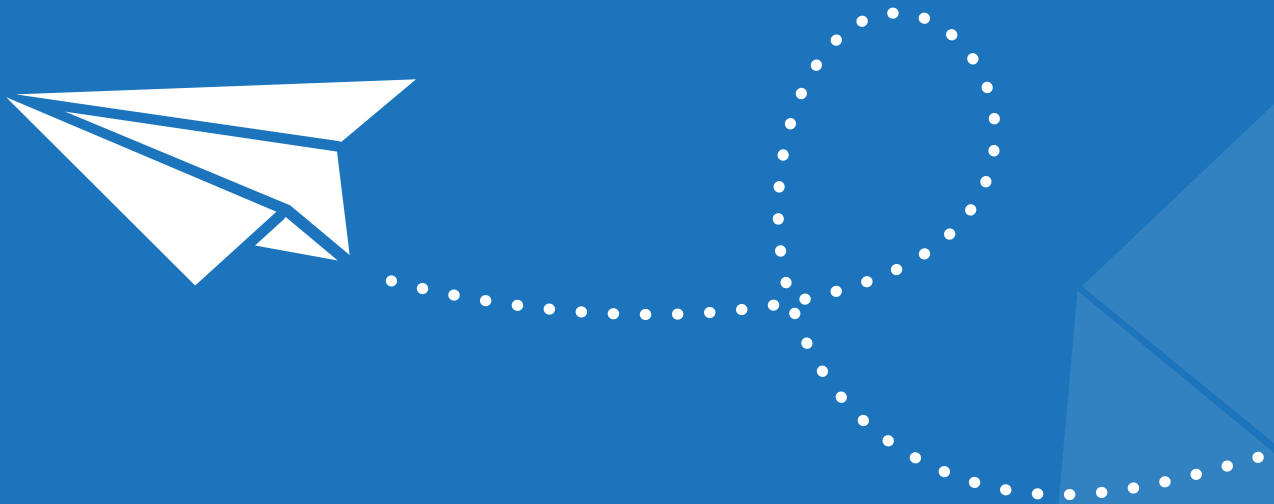
If your child has NOT previously attended the service

1. Visit our website – stnicks.org.au/oosh/vacation-care
2. Scroll down to the 'Make an enquiry' section and select 'Vacation Care'
3. Fill out the simple booking request form
4. A friendly St Nicholas team member will be in touch as soon as possible with a link for you to create an Xplor account and enrol your child (note: your enrolment link will expire 7 days after it has been sent)
5. Download the Xplor Home app (if you don't already have it)



6. Open the app and log in
7. Go to the 'Bookings' tab
8. Select 'New' in the top-right corner of the screen
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