

Frequently Asked Questions

When will Happy Haven start using Fully Booked?

Happy Haven will begin using Fully Booked from the 1st July.

Will my term time bookings be moved over from Xplor to Fully Booked?

No, Happy Haven will not be moving over any term time bookings. Families will need to add any bookings they require from the 1st of July in their account.

Why am I unable to add bookings after completing my enrolment?

You will not be able to make bookings in your account if a part of your enrolment is incomplete. This could be as simple as your bank details not uploaded, missing an emergency contact, documents require approving/uploading. Required information that has been missed will flag on your dashboard. If you are unsure please call us on 8155 5444 and our admin team will be able to look into this for you.

How do I book in for Vacation Care?

You can now make bookings for Vacation Care by logging into your Fully Booked account through the link below!

<https://happyhaven.fullybookedccms.com.au/family/login>

We recommend saving this link to your home screen or as a bookmark for easier access in the future.

What if I use a different Happy Haven OSHC for Vacation Care?

If you attend another Happy Haven OSHC service for Vacation Care please contact us using the contact details below and we can link you to your main service.

What if I'm a Vacation Care only Family?

Our program will still be released on Week 5 Friday's. You will be able to come into OSHC and collect a Vacation Care form or you will be able to see all the fun activities we will be doing each day in your bookings calendar!

How does Child Care Subsidy work with Fully Booked?

You will no longer have to continuously sign complying written agreements as when you confirm your bookings in your account this is agreeing to your complying written agreement. Families will be sent an email from Fully Booked when they need to confirm their child's enrolment in their MyGov if they have not used the service in an 8 week period.

What if I enter CRN and DOB details incorrectly?

If you enter CRN or DOB details incorrectly Fully Booked will send the account holder and automated email to notify you that the details are incorrect. It is the account holders responsibility to go into your account and update these details. Failure to do so will result in Child Care Subsidy not being applied.

What will happen with billing with Fully Booked?

You will receive your weekly bill via email from Fully booked every Wednesday. This will be direct debited on the Thursday. Your first bill from Fully Booked will come on the 10th of July.

Having trouble?

If you are having trouble with your account or the enrolment process please contact us on 8155 5444 and one of our admin team will be able to assist you.