



Booking Vacation Care at Gowrie NSW

We've made booking Vacation Care easier for everyone. Families can now make bookings directly through the **Xap Smile App**.

For existing families

If you've booked with Gowrie NSW before:

1. **Go to the Xap Smile app** to make your Vacation Care bookings.
2. If you have trouble logging in, **email the Enrolments team** at enrolments@gowriensw.com.au for help.

For new families

If you're new to Gowrie NSW:

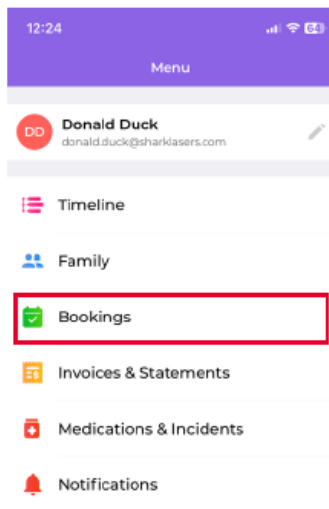
1. Visit the **specific Vacation Care program page** on our website.
2. Under '**Making a Booking with Xap**', click the link to **download the Enrolment form**.
3. Complete the pack and email it to enrolments@gowriensw.com.au.
4. Attach clear scanned copies or xxx of the following documents with your enrolment:
 - **Immunisation Record**
 - **Birth Certificate**
 - **Medical Action Plan** (if your child has any allergies or medical documents)
5. Once processed, you'll receive an '**Activate Your Account**' email from Xap. Follow the link to set your password.
6. **Download the Xap Smile app** from the [Google Play](#) or [Apple App Store](#).

How to request Vacation Care bookings in Xap Smile

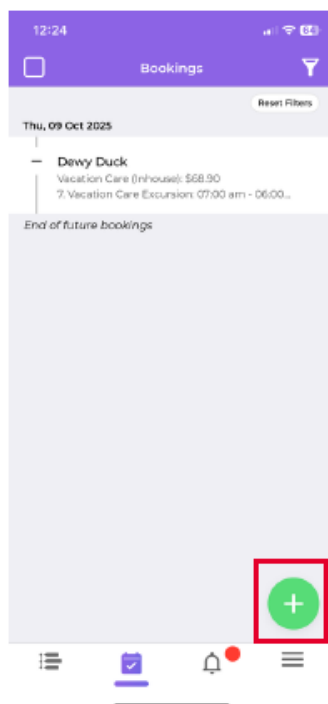
Once you're logged in, you can request bookings for regular Vacation Care days whether they're in-house programs, incursions and excursions, all in one place.

Step-by-Step Visual Guide

1. Open the Xap Smile app and go to **Bookings**.

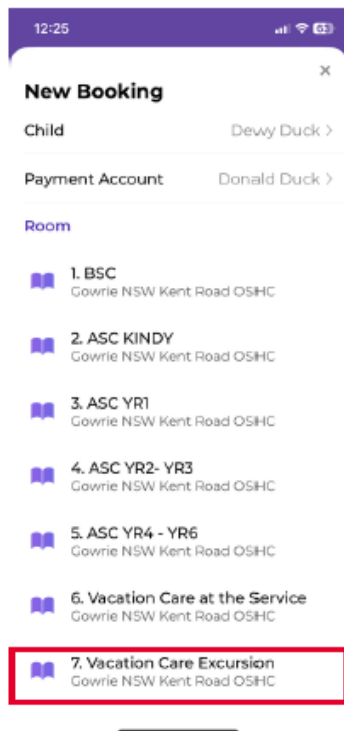


2. Tap the **green "+" button** to start a new booking

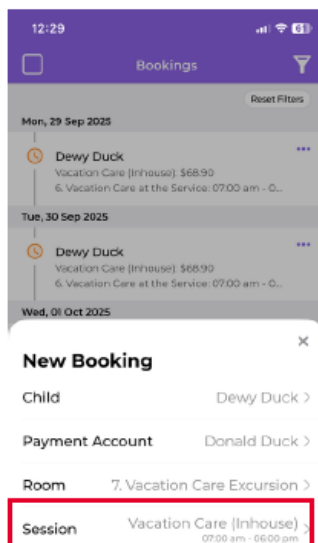


3. Select your **child** (repeat for each child if needed).
4. Select your **payment account**.
5. Under **Room**, choose the appropriate option:
 - **Vacation Care at the Service** (includes in-house activities or incursions)
 - **Vacation Care Excursion**
 - **Vacation Care Senior Excursion** (for children aged 9+)

In Xap, the “Room” refers to the program type your child is booked into.



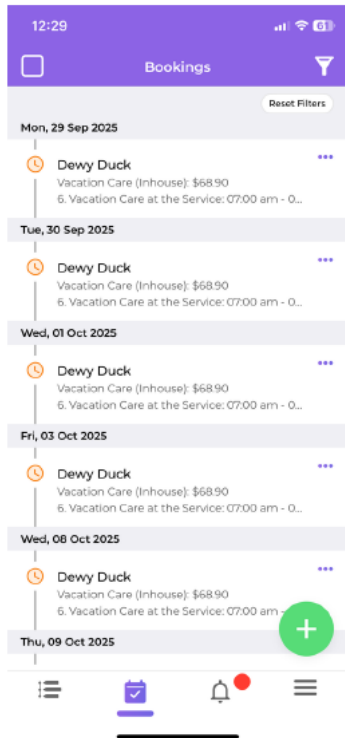
6. For **Session**, select **Vacation Care (Inhouse)** – The enrolments team will update this to the correct session type (e.g. Excursion) once approved.



7. Choose **Casual** as your booking type. (This simply means a one-off booking for specific days).
8. Select the **days** you'd like to book using the calendar.



9. Review your selections, agree to the **terms and conditions**, and tap **Request Booking**.
10. To double-check your submission, **refresh the Bookings page** – your pending bookings will appear with a pending icon 🕒. When approved, your booking will show as **Confirmed**.



Excursion Bookings

Excursion bookings need to be made under the **Excursion Room** to ensure correct supervision ratios, permissions and transport details are managed.

- Follow the same steps above and select **“Vacation Care Excursion”** as the room.
- The session name may still show as *Inhouse* – this will be updated to *Excursion* by the Enrolments Team once your booking is processed.
- Families will receive a separate **Excursion Permission Form** before each excursion. Please ensure this is signed and returned before the excursion day.

Important

Your booking is **not confirmed** until you receive confirmation from the system. Please wait for this confirmation before assuming your booking is final.

If you can't access the app and need further assistance, contact the Enrolments Team at enrolments@gowriensw.com.au.

Need Help or Have Questions?

If you have any issues or questions about the booking process, please email enrolments@gowriensw.com.au or get in touch with your Program Manager.