Cuddle & Sing

Welcome to the Family App

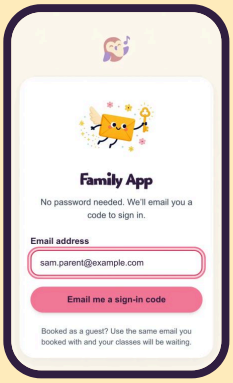
Everything for your classes in one place: class reminders, absences and make-ups, receipts and music to enjoy at home. It takes 2 minutes to set up, best done before your first class.

1

Sign in with your email

Go to **cuddleandsing.com.au/portal** or tap the Family App button in your booking confirmation email.

Enter the email you booked with and tap **Email me a sign-in code**. Type in the code from the email. No password needed.

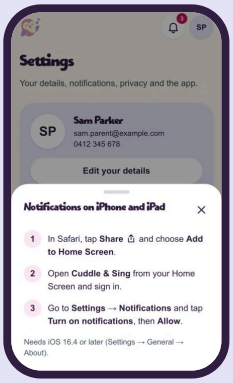


2

Add it to your home screen

iPhone: in Safari, tap Share, then **Add to Home Screen** and Add.

Android: open the browser menu (⋮), choose **Install app** or Add to Home screen.

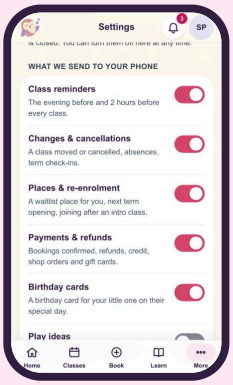


3

Turn on class reminders

Open Cuddle & Sing from your home screen, go to **Settings** and tap **Turn on notifications**, then Allow.

You'll get a reminder the evening before and 2 hours before each class, plus same-day changes.



Scan for the full guide

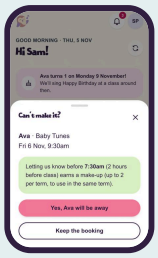
Step-by-step pictures for every part of the app at cuddleandsing.com.au/family-app

Every week

4

Can't make a class? Tell us in the app

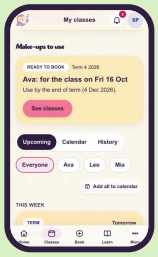
Tap **Can't make it** on the class and confirm. At least 2 hours' notice gets you a make-up class (up to 2 per term).



5

Book a make-up

Go to **Classes**, then **Book a make-up** and pick a class with a free place in the same term: your child's own age group, or the one next to it when it suits their age.



Make-ups in short

- Tell us at least 2 hours before class to get a make-up, up to 2 per term.
- Book it in your child's age group, or the one next to it when it suits their age, during the same term. Make-ups don't carry over.
- Need to cancel a make-up? Do it at least 24 hours before and you can use it again.
- If we ever cancel a class, it never counts towards your make-ups.

At home and in your account

6

Play & learn

This week's class theme and a 5-minute idea to try at home.

7

Music at home

Songs from class to sing and dance to, including bedtime versions.

8

Kids corner

Little musical games to play together, made for each age group.

9

Family & payments

Add health notes, invite a partner or grandparent, find every receipt.

Need a hand?

Email help@cuddleandsing.com.au and we'll sort it out. The full guide is at cuddleandsing.com.au/family-app