



Childcare Bookings for Schools – Frequently Asked Questions

What types of booking will be available?

Permanent bookings – the same sessions each week, guaranteed on a rolling and ongoing basis.

Ad hoc bookings – individual dates with no ongoing commitment, subject to availability at the time of booking.

When will payment be due for any bookings made?

For permanent bookings – Monthly bills, for the exact amount of that month's childcare, are processed in advance on the 1st working day of each month. For example, a permanent booking made now will not incur any charge until 1st November. At this point, you do not need to do anything – payment will be taken automatically for all booked sessions that fall from 31st October - November.

For ad hoc bookings – Payment is due at the time of booking, in order to checkout and complete the process.

What payment methods are available?

We can accept payments via Card, Childcare Vouchers, CGPS or the Tax-Free Childcare scheme.

Payments cannot be made via BACS, cash or cheque (either at club or direct to our office).

How do I pay via Childcare Vouchers or using the Tax-Free Childcare scheme?

Once you have registered an account on our online booking system, simply send a Childcare Voucher or Tax Free Childcare payment to the same details as you use now. Once the payment reaches our bank account, these funds will be credited to your Online Account Balance. Your Online Account Balance can then be used as a payment method when making bookings.

Please allow 4 days for any Childcare Voucher or Tax Free Childcare payments to reach us. To avoid any further delay, please provide us with your child's unique Tax Free Childcare reference in advance; or use your child's full name as the reference for any Childcare Voucher payments.

Can I send Childcare Vouchers or Tax-Free Childcare payments without making a booking?

Yes – you can make Childcare Vouchers or Tax-Free Childcare payments at any point.

Indeed, many CBfS customers build and maintain a surplus in their Online Account Balance to prepare for their monthly bill or avoid waiting for individual payments to clear when making ad-hoc bookings. This credit can be returned to you at any point.

Can I keep my current booking pattern?

Yes you can. You will need to decide whether you want this as a permanent booking or an ad-hoc booking. If you need to cancel a permanent booking then 2 weeks' notice must be given and 48 working hours' notice needs to be given for cancellation of ad-hoc bookings.

All bookings that were held on the school system have been passed over to us and will be added to your account as permanent bookings.



Please log on to your account and check them, taking into account whether you require a permanent booking or an ad-hoc booking. Should you wish to make any changes, please ensure these are carried out by 17th October at the latest.

I have a credit balance on my account, can this be transferred?

Yes, all credit balances will be transferred from the school and applied to your account.

Is there anything I need to do now?

If you think you may need to use wraparound childcare – please register an online account now.