



St Nicolas and St Mary CE Primary School

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Headteacher: Mr A Lincoln BA Hons.

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8th July 2024

Dear Parents and Carers,

Online bookings are now live for next year's wraparound childcare

We are very pleased to announce that online bookings for St Nicolas and St Mary's wraparound childcare from September are now live.

To start making bookings, please simply:

1. Click on the link to access the online booking system: <https://st-nicolas-mary.cbfs.uk/>
2. Register your online booking account (5 mins).
3. Use the 'Bookings' dropdown menu at the top of your Dashboard to begin requesting your sessions.

What types of booking are available?

As of today, you will be able to request a Permanent Booking to start from the beginning of the new school year. A 'Permanent Booking' refers to securing the same sessions each week, guaranteed on a rolling and ongoing basis.

From 29th July, you will also be able to start making Ad-Hoc Bookings online. Booking sessions on an ad-hoc basis refers to securing individual dates with no ongoing commitment, subject to availability at the time of booking. If you expect to book only on an ad-hoc basis, we recommend that you still register your account now, to ensure you are prepared to secure any spaces you need without delay.

Spaces and availability

Please be aware that both breakfast and after school club operate with strict capacities, for which available spaces will be allocated on a 'first come, first served' basis. Demand for available spaces is likely to be high, so (should you require childcare) please do act as soon as you can to avoid disappointment.

Queries and system support

If you have any questions, or difficulties navigating the online booking system, please contact Childcare Bookings for Schools (our partner for any administration, booking and finance aspects of our wraparound care) directly:

- Via phone: 01444 523335
- Via email: stnm@cbfs.uk

Their office operates between 9am and 5pm, Monday to Friday, all year round (including the school holidays).

For those parents/carers who currently pay using childcare vouchers, please note that we will be invoicing for this second-half of the summer term at the end of July. Please make payment in the normal way.

Kind regards

Mr Lincoln

Headteacher

Childcare Bookings for Schools – Frequently Asked Questions

What types of booking are available?

Permanent bookings – the same sessions each week, on a rolling basis. Please note: Permanent bookings guarantee the ongoing availability of your booked sessions, but any cancelled sessions are non-refundable.

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 September. At this point, you do not need to do anything – payment will be taken automatically for all booked sessions falling in September.

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 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 us a Childcare Voucher or Tax Free Childcare payment. 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.

Who should I send any Childcare Vouchers or Tax-Free Childcare payments to?

Childcare Vouchers or Tax-Free Childcare payments should be made to the school's existing registration.

Therefore, if you are already paying via Childcare Vouchers or Tax-Free Childcare at the moment, please simply continue to make your payments in exactly the same way.

Is there anything I need to do now?

If you know you will need wraparound childcare next year, please:

- Register, or sign in to, your online account at <https://st-nicolas-mary.cbfs.uk/>
- Request a permanent booking, including all the weekly sessions you would like to secure.

We will then respond to your permanent booking request as soon as possible, confirming spaces on a 'first come, first served' basis.