

[Childcare Bookings for Schools – Frequently Asked Questions](#)

How do I make a booking?

Through our bespoke-built online booking system. The school will be in touch with a hyperlink to provide you access to this system in due course.

Once you have accessed the system, all you need to do is to register an account or log in before you start making bookings. Registration is completely free, a one-off task and should take no longer than 10 minutes.

What types of booking are 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 is payment due?

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. You do not need to do anything – payment is taken automatically.

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 the school or direct to our office).

How do I register a Payment Card?

Once you have registered an account on our online booking system, you will be prompted to register a card. Here you can register (one or multiple) cards and select your default card.

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 make your payments in exactly the same way.

Is there anything I need to do now?

No, we will be in contact through the school to notify you when bookings open.

Is there anything I need to consider at this stage?

Yes. Payment for your childcare is required in advance. Therefore, please bear in mind the following:

Permanent bookings

If you intend to hold a permanent booking with us, and wish to pay by Childcare Vouchers or Tax-Free Childcare, either in part or wholly, please ensure that you have sent us sufficient funds to cover the cost of your monthly booking in advance of the 1st of the month. On the 1st, we will take the total cost of your childcare for that month from your Online Account Balance. If you have not provided us with sufficient childcare voucher funds, the balance will be taken from your registered debit card.

If you wish to pay for your permanent booking via your debit card, the total cost of your childcare for the month will be taken from your card on 1st of the month.

Ad Hoc Bookings

You will have the choice of paying for ad hoc bookings with:

- A registered payment card.
- Childcare Vouchers or Tax Free Childcare (provided that you have sent us these funds in time).
- A combination of both.

When you make your ad hoc booking, you will be charged at the point of booking.