



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.

t: 01444 523335

e: enquiries@childcarebookings.co.uk

www.childcarebookings.co.uk



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://langley.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.

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