



19 September 2024



[An introduction to Childcare Bookings for Schools](#)

Dear Parents/carer

Discovery Schools run on-site wraparound childcare from your school and as from Monday 28th October as part of this service, Discovery have taken the decision to outsource the booking, payment & administration of the breakfast & after school club and Discovery Holiday Camps to our company – Childcare Bookings for Schools.

Who are Childcare Bookings for Schools?

Childcare Bookings for Schools supports schools running their own wraparound childcare by dealing with all the bookings and associated admin. We are experts in our field, with over 15 years' experience in the management of childcare.

We take pride in making it simpler for schools to provide this vital service for their families, within a structure that ensures valuable funds are retained within the school community. Put simply; our aim is to work with schools providing wraparound care to ensure it makes for safe pupil and happy parents.

What is provided for parents?

We support parents with all aspects of booking, payment & administration. This includes 24/7 access to our bespoke online booking system, which provides:

- Independent access to make & amend bookings, update details, or download financial statements
- Further phone or email support from 9am – 5pm, Monday to Friday, all year round.

For queries related to the running of the club itself (e.g. food, activities, welfare, or lost property) your point of contact will remain the Wrap Around Care manager on-site.

How do parents book?

The engine of our service is our bespoke online booking system. Since its development and launch over 5 years ago, it has now processed bookings for children to attend over 750,000 registered wraparound care sessions. Its key features include:

- An intuitive customer experience, designed with simplicity and safeguarding in mind
- A fully independent booking process, with live availability checking
- Options for booking on either a regular or ad-hoc basis, dependent on your exact needs
- Full access to review and update your own details, including emergency contacts & payment information



We understand that the school will be in touch with you in due course to issue a hyperlink providing full access to our system for registration and booking. In the meantime, please find our FAQs overleaf.

We look forward to working with the Discovery and supporting you with your childcare needs.

Kind regards,

Ali

Alistair Eagle

Childcare Bookings for Schools

Lee Gill

Extended Services Manager

Discovery Schools Trust



[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 club 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.

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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:

- Your debit 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.