

2 March 2026

Register now: Our booking system for wraparound childcare is live

Dear Parents and Carers

We wrote to you previously to introduce our partnership with Childcare Bookings for Schools. To briefly recap this:

- The school will continue to manage all of the operational running of the wraparound childcare itself.
- Childcare Bookings for Schools will deal with all of the bookings, payments, customer support and other associated administration.

Online registration is now open

We are very pleased to announce that the online booking system for West Hill's wraparound childcare is now live.

You can access the system by visiting: <https://west-hill.cbfs.uk>

The account registration process is completely free and should take no longer than 5 minutes to complete. All that is required is for you to provide details for:

- The account holder (you) and your child(ren).
- Two different emergency contacts.
- A payment card (no payment will be taken, but a card will be required to make bookings).

If you intend to use the wraparound childcare after Easter – please take the time to register your account now.

Bookings are now open

Once you have registered an account, you will be able to start making bookings for 20 April onwards. To do so, you can simply log in to your account at <https://west-hill.cbfs.uk> and use the 'Bookings' dropdown menu at the top of the webpage.

Please be aware that:

- Current users of the wraparound care have a 1-week priority window to secure any existing bookings in the new online system. Therefore, **if you already use the wraparound care, please ensure you have registered and booked by 4pm on Monday 9 March to guarantee availability for the childcare you need.**
- After 4pm on 9 March, any remaining available spaces will be allocated in the order that booking requests are received.
- A reminder that accounts with a negative balance must be clear of any outstanding balances before any new bookings for breakfast or after-school clubs can be made in the new system.

Any queries

Childcare Bookings for Schools have provided a set of Frequently Asked Questions, which follow this letter. Please take a moment to read these FAQs, as they will further explain some of the key information related to registration, booking, payment and terms of service.

However – should you still have any questions about the service, or registration & booking process, please do not hesitate to get in touch with Childcare Bookings directly at enquiries@childcarebookings.co.uk or 01444 523335. One of their customer service administrators will be happy to help.

Kind regards



Linda Taylor
Operations Director

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.

- Cancellation terms: to amend or cancel your whole Permanent Booking, you will need to give 1 month's notice; any individual session cancelled within the booking is non-refundable.

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

- Cancellation terms: any individual session cancelled with 1 day's notice will be credited back to your Childcare Bookings account.

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

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, Tax-Free Childcare scheme, or Childcare Voucher scheme.

Our service is also setup to support parents with reclaiming fees via Universal Credit or the Childcare Grant Payment Service (Student Finance).

Please see some further information provided below – after these FAQs, titled 'Help with Childcare Costs' – to ensure you are accessing all of the correct available support for paying your childcare fees.

How do I pay via Tax-Free Childcare or a Childcare Voucher scheme?

Once you have registered an account on our online booking system, simply send a payment via Tax Free Childcare or Childcare Voucher, directly to your school, as you have done previously.

Once the payment reaches our bank account, these funds will be automatically credited to your Account Balance in our online booking system. Your Account Balance can then be used as a payment method when making bookings.

Please note: Tax Free Childcare usually take 2 working days to reach us, and Childcare Voucher payments may take up to 4 working days to reach us. Please bear these timeframes in mind when planning your payments. To avoid any further delays, please provide your child's unique Tax Free Childcare reference when registering our online system; or use your child's full name as the reference for any Childcare Voucher payments.

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

Yes – you can make Tax-Free Childcare or Childcare Voucher 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.

Help with Childcare Costs

Below is a list of payment schemes available to support with childcare costs, together with how to access them.

1. Tax-Free Childcare Scheme

What is it? This government initiative assists parents by topping up their childcare payments. For every £8 a parent deposits into their account, the government adds £2 (up to £2,000 per child, per year).

More information via [the government website](#).

2. Childcare Vouchers

What is it? Although closed to new entrants since October 2018, this scheme allows parents that are already registered to pay for childcare from their pre-tax salary, resulting in savings.

More information via [the government website](#).

3. Universal Credit

What is it? Parents receiving Universal Credit can claim back up to 85% of their childcare costs, offering substantial support for families.

More information via [the government website](#).

4. MOD's Wraparound Childcare Scheme

What is it? Tailored for military families, this scheme offers completely free childcare for children aged 4-11 years, acknowledging the unique challenges faced by service families.

More information via [the government website](#).

5. Childcare Grant Scheme for Students

What is it? This is a vital resource for full-time students with children, covering up to 85% of childcare costs during both term time and holidays.

More information via [the government website](#).

Please do not hesitate to contact Childcare Bookings for Schools at enquiries@childcarebookings.co.uk or 01444 523335 for further information and support accessing these schemes.