

24 February 2026

## An introduction to Childcare Bookings for Schools

### **Dear Parents and Carers,**

As you know, West Hill Primary Academy already provide Wraparound Care provision to families of the school. To support this service, West Hill Primary Academy would like to introduce a new partner – Childcare Bookings for Schools – that will manage all of the booking, payment & administration of the Wraparound Care for the school from 20<sup>th</sup> April 2026.

### **Who are Childcare Bookings for Schools?**

Childcare Bookings for Schools support schools with running their own wraparound childcare, by dealing with all of the booking, payment and associated admin. They are experts in this field, with over 20 years' experience in the management of childcare.

### **What is provided for parents?**

Childcare Bookings for Schools support parents with all aspects of booking, payment & administration. This includes:

- The use of a simple, intuitive online booking system, which provides;
- 24/7 access to make & amend bookings, update details, or download financial statements, with;
- Further phone or email support available from 9am-5pm, Monday to Friday, all year round.

For any queries related to the running of the club itself (e.g. food, activities, welfare, or lost property) your point of contact will remain the school.

### **How do parents book?**

Via Childcare Bookings for Schools' online booking system. Its key features include:

- An intuitive customer experience, designed with simplicity & 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.

### **Transition Process**

To help us ensure a seamless transition to our new system, we kindly ask all families to review their accounts and ensure payments are up to date by 25 March. If you use childcare vouchers, these will need to be processed in advance so your account is in credit by this date. While all credit balances will automatically transfer to our new Childcare Bookings system, please note that accounts that have a negative balance must be clear of any outstanding balances before any new bookings for breakfast or after-school clubs can be made.

Meal payments will continue to be on Relish/Arbor but credit balances will no longer be able to be switched between Childcare Bookings (Extended Services) and Arbor (Trips/Dinners).

**What happens next?**

We will be in touch with you on 2 March 2026 to provide a link for accessing the online booking system, to register and book any childcare you need.

In the meantime, please find a list of FAQs overleaf that Childcare Bookings for Schools have provided about their service. If you have any further questions, please do feel free to contact Catherine Wakeman, School Business Manager. [Catherine.wakeman@golden-thread.org](mailto:Catherine.wakeman@golden-thread.org).

Kind regards



Linda Taylor  
Operations Director

## **Childcare Bookings for Schools – Frequently Asked Questions**

### **How do I make a booking?**

Through our bespoke-built online booking system. Your 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, the Tax-Free Childcare scheme or a 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).

### **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.

You will have the option to register one single card, or multiple cards and select your default card.

### **How do I pay via Tax-Free Childcare or Childcare Vouchers?**

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.

### **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 else I need to consider at this stage?**

Yes. Payment for your childcare will always be 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
- Tax-Free Childcare or Childcare Vouchers (provided that funds have been sent ahead of time)
- A combination of both

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