

Childcare Bookings for Schools – Frequently Asked Questions

How do I make a booking?

Through our online booking system, which can be accessed here: <https://hrprimary.cbfs.uk/>

Once you have accessed the system, all you need to do is to register an account or login before you start making bookings. Registration is a one-off task and should take no longer than 5 minutes. Parents/carers will have the ability to make and amend their bookings from **01st August 2026**

What types of booking are available?

Permanent bookings – guaranteed sessions booked each week, on a rolling and ongoing basis for the whole academic year. A notice period is required when cancelling or removing a day from your permanent booking in full, and any *Individual sessions cancelled are not eligible for refund.*

Ad hoc bookings – for individual dates with no ongoing commitment, subject to availability at the time of booking. Individual sessions cancelled are subject to the booking terms for receiving refunds

When is payment due?

For permanent bookings – Monthly bills, for the exact amount of that month's childcare, are processed in advance on the day specified within the automated invoice received around the 20th of each month. You do not need to do anything – payment is taken automatically.

If payment is not cleared in full after 14 attempts, of which you will be notified of, will result in an immediate automatic cancellation of your permanent booking.

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. A 10p payment is taken at the time of registration to validate your card which is added onto your account balance.

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 your Childcare Voucher or Tax Free Childcare payment to the school's registration. Once the payment reaches our bank account, in around 4 working days, 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.

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e: enquiries@childcarebookings.co.uk

www.childcarebookingsforschools.co.uk

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.

Childcare Vouchers and Tax-free payments can be sent at any time but ask that your account is credited before the 01st of every month to ensure your money is on account for billing.

If you have not provided us with sufficient childcare voucher or tax-free funds, the balance will be taken from your registered card.

Not using Childcare vouchers or tax-free?

Once you have your card registered to your account, your monthly invoice will be billed automatically and payment cleared from that card set on your account on the date shown on your invoice.

Is there anything I need to do now?

If you already know that you will need to use wraparound childcare next academic year, please register an account on our online booking system as soon as possible and complete the Google form.

How do I get further support or information, should I require this?

If you have any issues, or require support with booking, please do feel free to contact us directly via:

- Email: enquiries@childcarebookings.co.uk
- Phone: 01444 523335

t: 01444 523335

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