

Dear Families,

Online bookings are now live for next year's wraparound childcare

We wanted to let you know that the school have taken the decision to outsource the booking, payment & administration of the **breakfast (now live) & after school care (TBC)** to Childcare Bookings for Schools, from next academic year, September 2024 (All other clubs that finished at 4:15pm will still be booked through MCAS).

The wraparound care itself will continue to be run by our existing team of caring and passionate staff, meaning no changes for the children at all.

We are very pleased to announce that online bookings for Archbishop Courtenay's wraparound childcare from September are now live for breakfast club (we are still organising our afterschool care arrangements).

To start making bookings, please simply:

- Visit <https://archbishop-courtenay.cbfs.uk> to access the online booking system
- 1. Register your online booking account (5 mins).
- 2. Use the 'Bookings' dropdown menu at the top of your Dashboard to begin requesting your sessions.

Breakfast Club – 7:30am-8:30am = £4

If you receive Universal Credits, this will be **£0.60** (in a cashback style system)

If you use tax-free childcare vouchers, this will be **£3.20**

What types of booking are available?

As of today, you will be able to request a Permanent Booking to start from the beginning of the new school year. A 'Permanent Booking' refers to securing the same sessions each week, guaranteed on a rolling and ongoing basis.

From 29th July, you will also be able to start making Ad-Hoc Bookings online. Booking sessions on an ad-hoc basis refers to securing individual dates with no ongoing commitment, subject to availability at the time of booking. If you expect to book only on an ad-hoc basis, we recommend that you still register your account now, to ensure you are prepared to secure any spaces you need without delay.

Spaces and availability

Please be aware that wrap around care operate with strict capacities, for which available spaces will be allocated on a 'first come, first served' basis. Demand for available spaces is likely to be high, so (should you require childcare) please do act as soon as you can to avoid disappointment.

Queries and system support

If you have any questions, or difficulties navigating the online booking system, please contact Childcare Bookings for Schools (our partner for any administration, booking and finance aspects of our wraparound care) directly:

- Via phone: 01444 523335
- Via email: archbishopcourtenay@cbfs.uk

Their office operates between 9am and 5pm, Monday to Friday, all year round (including the school holidays). Our ABC office staff will be unable to help with making bookings/ using the new system.

Kind regards,

Mrs Jodie Bond

[Childcare Bookings for Schools – Frequently Asked Questions](#)

An introduction to Childcare Bookings for Schools

Who are Childcare Bookings for Schools? Our company supports schools running their own wraparound childcare by dealing with all of 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 supporting schools with running their wraparound care in a way that ensures safe pupils, happy parents, and a stronger budget.

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 for you to make & amend bookings, update details, or download financial statements.

We also provide phone or email support, available from 9am – 5pm, Monday to Friday, all year round.

However, 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 existing wraparound care staff 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.

What happens next? The school will be in touch with you during the next couple of weeks to provide a hyperlink that gives full access for you to access our system for registration and booking.

In the meantime, please find our FAQs overleaf, which we hope will address any immediate queries you may have. We look forward to working with the school and supporting you with your childcare needs.

Kind regards,

Ali

Alistair Eagle

[Childcare Bookings for Schools](#)



Archbishop Courtenay
Church of England
Primary School

Eccleston Road
Tovil
Maidstone
Kent
ME15 6QN

01622 754666
office@abc.aquilatrust.co.uk
www.archbishopcourtenay.org.uk
Headteacher: Mrs S Heather
Chair of Governors: R O'Connell

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, 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?





Archbishop Courtenay Church of England Primary School

Eccleston Road
Tovil
Maidstone
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ME15 6QN

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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.

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://archbishop-courtenay.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.

