



**12 December 2022**



## [Online bookings are now live for wraparound childcare](#)

Dear Parents,

### **Online bookings are now live**

We are very pleased to announce that **online bookings for Dragonflies wraparound childcare from 3/1/23 went live at 12noon today, 12/12/22.**

If you have already registered an account, you will be able to start making bookings. To do so, simply:

1. Click here to log in to your online booking account
2. Use the 'Bookings' dropdown menu at the top of the webpage to begin requesting your sessions.

### **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 year. A 'Permanent Booking' refers to securing the same sessions each week, guaranteed on a rolling and ongoing basis.

From today, 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.

### **Spaces and availability**

Please be aware that both breakfast and after school club are required to operate with strictly limited capacities, for which available spaces will be allocated on a 'first come, first served' basis.

The school have advised us that demand for available spaces is likely to be high next academic year, so (should you require childcare) please do act as soon as you can to avoid disappointment.



**If you haven't already, please register your account now**

Registering an account is completely free and should take no longer than 5 minutes. To register an account, you simply need to [click here](#) (or visit <https://saltersgate-infants.cbfs.uk/>) and 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)

Registering an account now will ensure you are prepared to secure any spaces you need in the future without delay.

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

Kind regards,

*Alistair Eagle*

Alistair Eagle  
**Childcare Bookings for Schools**

*Lisa Booth*

Lisa Booth  
**Childcare Manager**



## Childcare Bookings for Schools – Frequently Asked Questions

### **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 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 1<sup>st</sup> working day of each month. For example, a permanent booking made now will not incur any charge until 1<sup>st</sup> 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?**

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.

### **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://saltersgate-infants.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.