

Wraparound Childcare

Dear Parents/Carers,

Congratulations on securing a school place at Vale School for your child. At Childcare Bookings, we partner with Cherrytree to manage all of the booking and payment administration associated with their wraparound care

What is provided for parents?

We support parents with all aspects of booking, payment & administration.

- 24/7 access to our bespoke online booking system
- Independent access to make & amend bookings, update details, or download financial statements
- Further 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 be the club staff at Cherrytree or email admin@cherrytreechildcare.org

What wraparound care is available?

The club wraparound care is comprised of: Breakfast and Afterschool Club

How do I request wraparound care for my child for the new academic year?

For permanent booking requests only, please visit our website's homepage childcarebookings.co.uk, and complete the online form under "Contact us"

Please note: Available spaces are on a 'first come first served' basis. Therefore, please register now to give yourself the best chance to secure the wraparound care you need.

What will happen next and when will I hear?

Our online form will remain open for new booking requests until 26th June 2026. After this, during the week commencing 29th June we will assess availability for all requests.

We will contact you during week commencing 13th July to confirm whether there is availability for your requested booking. This confirmation will be sent directly to the email address you provide on our online form, together with all relevant information on your next steps.

Further support or information

If you have any issues, or require support with booking, please do feel free to contact us directly via email or phone using the details below.

t: 01444 523335

e: enquiries@childcarebookings.co.uk

www.childcarebookingsforschools.co.uk

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

How do I make a booking?

Through our online booking system, which can be accessed here: <https://bookings.cherrytreecildcare.org/>

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 of 4 weeks 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.

t: 01444 523335

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

e: enquiries@childcarebookings.co.uk

www.childcarebookingsforschools.co.uk