



Your guide to booking wraparound care on SchoolsBuddy by Voucher Payments

You may find this [5-minute parent video guide](#) provided by SchoolsBuddy helpful.

Step-by-step guide

Please make sure that you read through these steps in order as you make your booking.

Log in to SchoolsBuddy:

- Download the SchoolsBuddy app, log in at www.schoolsbuddy.net from a web browser, or use this direct [link](#).
- **New parents/carers joining the school:** You will need to activate your account first using the details emailed to you directly by SchoolsBuddy. If you have not received this email and it isn't in your spam folder, please email wraparound@belleville.q1e.org.uk and we will be able to help you.

Select your wraparound care sessions:

- **Under 'Available Signups', select Autumn Term 2025 – Breakfast & After School Club.**
- Please make sure that you are booking wraparound care for the correct school site for your child – Meteor Street or Webb's Road. We have set-up SchoolsBuddy so that only the breakfast and after-school club sessions at your school site should appear to you. However, if you have a Nursery child with an older sibling at Meteor, you may find options for both sites appear in your SchoolsBuddy account.

You will then be taken to a page which says the site/term you are booking for, e.g. Webb's Breakfast and Afterschool Club Autumn Term 2025.

- **Please note that Breakfast and After-School sessions are listed separately** so if you wish to book both, please ensure you select both.
- All available sessions are listed in date order.
- The number of places available to book will be visible.
- **IMPORTANT: Click on the Filter button towards the top of the page** to make additional options appear.
- If you wish to book the same day/s throughout the term, please tick the day/s of the week you are interested in.
- In the 'Events' drop-down box, if you want to book only breakfast or only after-school, please select that from the drop-down menu. If you leave this box blank both breakfast and after-school options will be available to select.
- **Once you have completed the days and events that you want, click 'Select all' by your child's name.** This will then select all sessions that meet your criteria. i.e. all after-school sessions on a Tuesday and Wednesday to the end of the autumn term.

- **NB: If you select 'Select all' next to your child's name before using the filter buttons, it will select every available session.**
- If you only require a small number of days or wish to add an additional session later, you can make your selection by ticking the box next to your child's name for the sessions that you require.
- Parents/Carers booking for more than one child must tick the box next to each child's name.
- SchoolsBuddy has an automated 15-minute timer that will start to count down from when you select your sessions.
- Once you are happy with your selections, click the 'Book' button.
- Complete the Wraparound Care Registration form asking for emergency contact numbers, allergy information, etc. For your child's class, please put their current 24/25 class. For new joiners, please put the year group they are joining in 24/25 e.g. Reception.
- Tick 'I Agree to terms and conditions.' They are available to view on our website and via the link underneath the tick box.
- Click 'Ok'.

Making your payments:

- The next page asks you to check your selections and complete payment to book.
- Next to the 'Pay' button is a 'Payment method' box which says 'voucher balance'.
- To pay with childcare vouchers/Tax-Free Childcare account or if you are a family that we are supporting with a payment plan, click 'Pay' next to 'voucher balance'. You should select this option even if your voucher balance is zero or you are not paying by voucher.
- Follow the instructions on the screen to confirm your booking.
- You will receive an email from SchoolsBuddy confirming your booking.
- **Sessions are not confirmed until the booking has been completed.** If you can no longer see any sessions, or a reduced number of sessions are visible, this means that other parents have booked and paid at the same time, and the session is now full.
- You must then pay with your vouchers using the instructions in the section below. The remaining balance is due before the end of each term.

Childcare Voucher payments:

- Once your booking is confirmed, log in to your voucher provider or your Tax-Free Childcare account and transfer vouchers/funds to the school.
- You can do this as one transaction for the term or as monthly payments. If you pay monthly, please note when these payments are due as it **is your responsibility to ensure that your voucher balance is cleared before the end of each term.**
- Please ensure that the reference is Wraparound – your child's name – e.g. Wraparound – Jo Smith.
- For Tax-Free Childcare, please email your child/ren's unique reference number/s to wraparound@belleville.q1e.org.uk so that we can match up the voucher payments.

- A list of the childcare vouchers we can accept is given below. If you use a different provider, please let us know at wraparound@belleville.q1e.org.uk and we will try and get that set up for you.

Voucher Provider	Account Number
HMRC Tax-Free Childcare	Belleville Primary School
Bravo (formerly Busy Bees)	Belleville Primary School
Care 4	28601655
Computershare	0026985178
Edenred	P21356155
Fideliti	BEL095C
Kiddivouchers	50098605038
Pluxee UK (formerly Sodexo)	920820
TED	Belleville Primary School

- When payment to the school account has been confirmed on our bank statement, your SchoolsBuddy voucher balance will be updated. As this is a manual process, this may take up to two weeks to appear.

Payment Plan Families:

- If you are a family that we are supporting with a payment plan, please either follow the instructions above if you are using a childcare voucher scheme or transfer your monthly payments to the school via BACS as detailed in the letter sent to you. If you need any further assistance, please email wraparound@belleville.q1e.org.uk

I selected my sessions, why did they disappear at the payment page?

- Sessions are not confirmed until payment has been made. If you can no longer see any sessions, or a reduced number of sessions are visible, this means that other parents have booked and paid at the same time, and the session is now full.
- Due to the large number of families trying to make bookings at the same time, we ask you to be patient if SchoolsBuddy temporarily freezes. We apologise if this happens to you. Please do not keep clicking as this will continue to add more load to the website. It should resolve itself within 30 seconds, or you can log back into the system later to make your booking. You may also find it easier to make your booking on a PC rather than on a mobile phone if this available to you.

How can I see a record of payments I have made to my account?

- From the 'Fees' tab, select 'History'. Use the date filter to view transactions.

- Both parents/carers can see outstanding fees. Voucher balances can only be seen by the parent/carer who made the voucher payment as vouchers are attached to the individual parent's record rather than that of the child.

If you have any other queries, please read our FAQs. If you still need assistance, please email wraparound@belleville.q1e.org.uk and we will be able to help you.