



CHILDCARE VOUCHERS FAQ

Catalan Soccer are Ofsted registered! Our entry onto the government's childcare provider database entitles parents to use Childcare vouchers for our childcare camp school holiday services.

- **How do I pay for Catalan Childcare camps with my childcare vouchers?**

Easy! Just drop us an email with the name of your voucher scheme, we will setup an account with them. This usually takes just a day or two, for new providers. You can then search for our setting

- **How early do I need to book to be able to use my vouchers?**

Parents will need to make payment for camps 48 hours before the start of the booking.

This is to give funds time to clear. Any payments made after that time; we may not be able to see cleared payment at time of check-in, therefore parents must be able to evidence the remittance through their childcare portal at camp check-in.

- **I Can I pay with a combination of cash and vouchers?**

Yes. Please confirm the amount by email that has been paid by voucher, and we will deduct this from your remaining cash bill at check-in.

- **My holiday plans have changed, can I get a refund for camps booked?**

No, vouchers are non-refundable. Due to the timely and costly processing involved and limitations of the voucher system, there is a no-refund policy.

- **Can I load my Catalan account with a large amount of vouchers that I have stockpiled through COVID restrictions?**

Yes. There is no limit to the amount of childcare credit you can put onto your Catalan Childcare Camp account.

- **I use more than one voucher provider, is this ok?**

Yes. Ideally payment for a holiday camp would not be split across payments from two separate providers, but this can be accommodated for a small admin fee should parents wish to mix and match.

- **Can I use childcare vouchers for my child's weekly Skills Classes**

No. Currently, vouchers can be used for Childcare Camps only in the school Holidays.

Contact Details:

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