

childcarepass

Information for Carers



Childcarepass helpline: 0800 328 7411 Fax: 01276 687005
Email: redemption@sodexhopass.co.uk

www.sodexhopass.co.uk

Sodexo Pass Ltd, Unit 5 Albany Court,
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Camberley GU16 7QR



Guaranteed payment

Company run childcare voucher schemes save employees money. And because childcare vouchers are now both tax and NI free more and more employees will wish to take advantage of the benefits of Childcarepass vouchers as a means of paying for childcare.

Vouchers are available as paper or e-vouchers. As a carer, accepting vouchers means you get guaranteed fast payment for the valuable service you provide.

There is absolutely no cost to you for accepting Childcarepass vouchers. Paper vouchers can be redeemed by email, Freepost or Freephone and e-vouchers are paid to you via a parent's online account. All payments are made by electronic transfer directly into your bank account quickly and easily.

Childcare vouchers can be accepted as payment for childcare by any registered or approved carer. Accepting Childcarepass vouchers is simple. You just need to complete the form provided and return it with a copy of your carer registration/approval certificate.

Who can join?

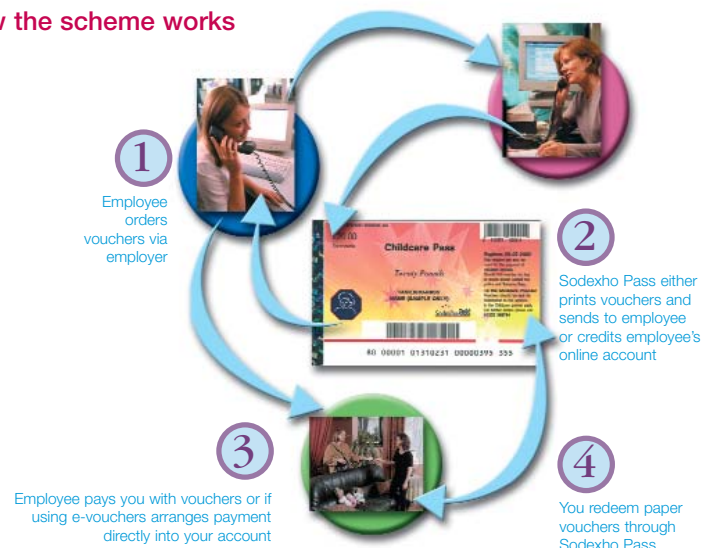
Registered and approved childcare includes:

- Registered childminders, nurseries and playschemes
- Out-of-hours school clubs on school premises run by a school; or local authority
- Childcare schemes run by school governing bodies under the 'extended schools' scheme
- Childcare schemes run by approved providers, for example an out-of-school hours scheme or a provider approved under a Ministry of Defence accreditation scheme
- In England only, childcare given in the child's own home by a person* approved to care for your child or children
- In England only, childcare given in the child's own home by a domiciliary worker or nurse* from a registered agency who cares for the child or children
- In Scotland only, childcare given in the child's own home by (or introduced through) childcare agencies*, including sitter services and nanny agencies, which must be registered
- Approved foster carers (the care must be for a child who is not the foster carer's foster child)

* Childcare provided in the child's own home will not qualify if the person approved to give that childcare is a relative of the child.



How the scheme works



Frequently Asked Questions

How do I redeem the Childcarepass vouchers?

You can redeem the vouchers either by email redemption@sodexhopass.co.uk, Freepost using the envelopes provided or Freephone on **0800 328 7411**.

How long does it take Sodexo Pass to make payment?

We arrange for payment directly into your bank account by return. This guarantees payment and avoids any delays in the post. For e-vouchers, this process is performed automatically.

How can I be certain Sodexo Pass redeems all of my Childcarepass vouchers?

All paper vouchers are electronically scanned using the latest bank technology thereby eliminating mistakes due to human error.

What if I run out of redemption slips?

For additional slips either contact the Childcarepass voucher helpline on **Freephone 0800 328 7411** or email redemption@sodexhopass.co.uk.

What happens if vouchers get lost in the post?

You should retain your voucher counterfoils until you receive payment. If you do experience any problems, ring the Childcarepass Helpline on **0800 328 7411** and on verification of voucher numbers we can arrange payment to your account.

Can I accept vouchers for any child?

Yes, providing the person who gives you the Childcarepass vouchers is the parent or legal guardian of the child and the child is under 16.

How can I gain approval to accept childcare vouchers?

Full information on what is required to gain approval is available at www.childcareapprovalscheme.co.uk.

What are the differences between e-voucher and paper vouchers?

There is no difference in the administration and process involved in choosing to accept e-voucher and/or paper vouchers – the only difference is the e-voucher system is fully managed by the parent, cuts out the redemption process and ensures quick payment direct to your bank account.

How can I find out more?

If you require any further information or have any questions, call the Childcarepass Helpline on **0800 328 7411**, email redemption@sodexhopass.co.uk or visit www.sodexhopass.co.uk.