

# KiddiVouchers

## Terms of service for carers



Manage your account online at [www.kiddivouchers.com](http://www.kiddivouchers.com),  
or phone 0800 612 7075

# Introducing KiddiVouchers

Childcare vouchers are a Government scheme which helps parents save money on quality childcare.

Parents can receive up to £243pm in childcare vouchers from their employer, usually instead of part of their salary.

Childcare vouchers are free from tax and national insurance, which can save parents hundreds of pounds each year.

## How it works

Parents can use childcare vouchers to pay for many different types of care. Some parents like to use paper vouchers, while others find it more convenient to use electronic vouchers.

If a parent pays you with a paper voucher, you can redeem the voucher online or by phone. The payment will then clear in your bank account within four working days.

If a parent pays you with an electronic voucher, the money will go straight to your bank account without you needing to take any action. We will notify you that the payment has been made.

If you have a preference for electronic vouchers or paper vouchers, please just let us know.



# The not very small print

## We promise...

- When you redeem a valid voucher, we will set up a BACS payment to your account within one working day.
- We will never charge you for accepting or redeeming our vouchers.
- We will ask our bank to quote a clear reference next to every payment, so that you know which parents have paid you.
- If you provide an email address, we will email you every time we make a payment to you.
- We will set up a secure online account for you, where you can view all the payments we have made to you.
- You can contact us by phone or email and we'll always deal with your queries quickly.

## What we ask of you...

- **Your registration with Ofsted or equivalent** - If you are registered with Ofsted or an equivalent authority, please send us a copy of your registration certificate when you sign up for KiddiVouchers. Please also let us know each time your registration is renewed and tell us if you cease to have registered status.
- **Accepting our vouchers** - We'd like you to agree to accept our vouchers without charging the parents who use them.
- **The legal bit** - To satisfy the tax rules, we have to ask you to only accept our vouchers as payment for childcare and not to exchange them for cash or give any change.
- **Nursery Milk**- We may cross-check your details against information which you provide under the Nursery Milk Scheme.
- **Childcare provider directory** - We comply with all applicable data protection legislation and we respect your privacy. Your childcare setting's name and address will normally be visible to parents who use our childcare provider search facility - please let us know if you would prefer to opt out of this facility.