

Our ref: IKB/ELD/AG

19 September 2014

Dear Parent / Carer

This letter is to inform you that our school uses a Cashless Catering / Internet payment system.

### **Cashless Catering**

The cashless catering system, provided by Nationwide, allows us to further develop the school meal service providing students with a more efficient, faster and ultimately better quality of service and therefore cash is not accepted in the dining halls.

Cashless Catering means that you will not need to send dinner money into school with your son/daughter. Instead, you can top up your child's dinner money by one of two methods.

1: You will be able to make an internet payment (preferred method) to their account via the Horsforth School website Parent Pay link button or directly through the ParentPay Website. Comprehensive instructions on how to set up this payment account and your activation letter from ParentPay plus the personal id card will be issued to your son/daughter.

2: Alternatively your son/daughter will be able to make cash payments into automatic cash 'revaluation terminals' located in the school which are set to accept £20, £10 and £5 notes and £2, £1, 50p, 20p and 10p coins (1p, 2p and 5p coins cannot be used). The student will place their personal id card against the scanner on the revaluation terminal and their name and current balance will be displayed – cash is then inserted and their new balance will appear on the display.

Any amount of money can be paid into a student's account, and any money spent on food and drink will be deducted on a daily basis. A daily 'spend limit' of £6 will be programmed into the system (to prevent card abuse). This can be increased or decreased for an individual student by written request from the parent/carer(s) to the School Business Manager.

This system will also allow you to view your child's daily menu choices.

The system works in exactly the same way for all students whether they pay or have a free school meal. For students eligible for free school meals, the standard allowance will be entered into the system automatically and will only be accessible during morning break or lunch break. However, this can only be accessed by one transaction per day. The student can also add extra cash on to his or her balance to enable a greater daily spend than that allocated by their free school meal allowance, currently £2.65.

All students will be given training on how to use the system. Should any student lose or deliberately damage their personal card there will be a replacement cost of £5.

### **Other Internet Payment**

Along with dinner money, you will also be able to pay other parent contributions on the same account – trips, tours and music lessons for example can all be paid in this way. You will be able to log into your

child's account which will show the options available and a history of all payments made (whether they be by cash, cheque or via the internet).

Donations for charity / non-uniform days etc. will remain 'cash on the day events'.

If you have any queries or questions on this cashless system - please contact Ann Garnett, Business Manager or Judith Cliffe, Finance Assistant on 0113 226 5269.

Yours sincerely,

Keith Bothamley  
Headteacher

Emma Dowson  
Business and Finance Manager

## ParentPay FAQs

- **When can I log in to my account?**

Once you have received your activation letter from school with your activation login details you'll be able to activate your account and start making payments. This letter will be sent to you soon by your school.

- **Which cards can I use?**

ParentPay accepts MasterCard and Visa credit cards, and Maestro, Switch, Delta, Electron, Solo and Visa debit cards. Some schools may limit the use of credit cards for some transactions; you will be informed by the school directly of any such restrictions.

- **Is it safe to make payments on the internet?**

Yes. ParentPay uses leading technology to process your card transactions securely. All communication with the bank is encrypted and neither ParentPay nor the school have access to your card details.

- **How can I check that it's secure?**

Standard website addresses begin with *http*; the address for a secure site will always begin with *https*. You will also see a padlock at the bottom/top right of the screen on our login page and after you have logged into your account; never enter your card details or personal data on any web page whose address does not start *https*.

- **What about our personal information?**

ParentPay holds a very limited amount of information about you and your child solely for the purpose of administering your account; however ParentPay does not use your personal information other than for supporting the school. We do not share or give information to any other organisations. We operate under strict guidelines set out by the Data Protection Act 1998.

ParentPay will NEVER contact you by phone, email or mail and ask you to divulge confidential information like passwords or card numbers. If you are ever contacted by someone claiming to be from ParentPay, please contact us immediately on 0845 257 5540.

- **I don't have a home PC so how can I use ParentPay?**

Why not visit your local library, internet café or see if you can get access to a computer at work alternatively ask if you can use your school's computers. Many schools have computers available for parents and will be happy to show you how to use them.

**For more information please visit [www.parentpay.com/Parents](http://www.parentpay.com/Parents)**

