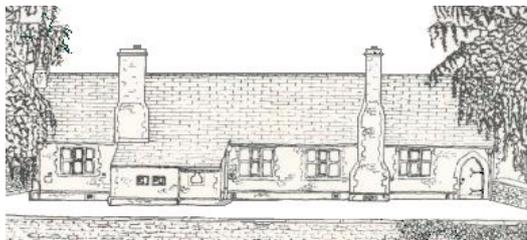


*Neston Primary School is committed to safeguarding all children*



Headteacher Mrs Pam Evans B.A. (Hons) PGCE



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*Where Learning Adventures Begin...*

Tuesday, 06 March 2018

**RE: Online payments to school with ParentPay!**

Dear Parents and Carers,

From the 19<sup>th</sup> March 2018 we will be introducing a more convenient way to pay for school meals, trips, and much more online, using a secure service called ParentPay. From this date we will be working towards no longer accepting cash and cheque payments, making our school a cash-free environment.

**Launch Event**

To celebrate the introduction of ParentPay we would like to invite you to our launch event on **Wednesday 21st March 2:30pm – 4:00pm** where you can sample some of our delicious school meals for the upcoming Summer Term, discuss ParentPay with our staff and sign up to parent pay with our help.

**Meal Price Increase**

Due to the growing external market pressures, our catering company have had to increase the cost of the supply of our school meals. Chartwells have sought to absorb as much of these rising costs as possible over the last year which is why they have been able to hold our current meal price for the past 6 years, but it is clear that they need to take urgent action, to reflect the true cost of products. Therefore from 1<sup>st</sup> April 2018 our school meals will increase from £2.10 to £2.30 per meal. We would like to highlight that whilst this increase may seem to be high, we are still providing pupils with a balanced two course lunch, for less than the price of a high street cup of coffee.

Over the past year, as you will no doubt be aware, the UK has experienced increased inflation – which has been felt on the high street and in the workplace - from the fall in the pound, the increased costs of imports and from structural labour changes. Key commodities such as dairy and fresh meat have seen substantial increases in the current markets, and whilst as an average overall food inflation can appear to be trading at 6%, this is because commodities such as confectionery and beers, wines and spirits, (items that we don't use in school meals) are lower in price and therefore can distort a picture of inflation. We hope that you can understand our move towards covering the costs of providing hot, nutritious meals.

Please take the time to read the following pages of information about ParentPay and school meals, as there are several changes required to ordering meals from next term. Should you have any questions, please don't hesitate to get in touch.

Kind Regards

Renee Pardoe  
School Business Manager

## Key Information and dates

- **Monday 19<sup>th</sup> March** – all families will receive an activation letter for ParentPay. We ask that all parents please activate their account as soon as possible
- **Wednesday 21<sup>st</sup> March** – Launch event and taster evening. Please join us to sample our delicious food
- **Thursday 29<sup>th</sup> March** – This is the ***last day we can accept cash/cheques in school***. Please clear any outstanding debts by this date. Parents with a credit on their dinner account will have their credit transferred to ParentPay
- **Tuesday 3<sup>rd</sup> April** – You can commence ordering your child's meals for the upcoming term on ParentPay
- **Children in KS1 (YR, Y1 & Y2) and children entitled to Free School Meals**– Even though you are entitled to a free meal under these schemes, **you MUST activate your ParentPay account and select your children's meal choice. THE CHILDREN WILL NO LONGER SELECT THEIR MEAL IN SCHOOL AT REGISTRATION.**

## PLEASE NOTE

We can no longer accept any deposits into our online account from 19<sup>th</sup> March (*except for any clearing any current balances and for Braeside Payments – Year 3*)

## **Making secure payments online using your credit or debit card**

ParentPay offers you the freedom to make payments whenever and wherever you like, 24 hours a day, 7 days a week - safe in the knowledge that the technology used is of the highest internet security available. You will have a secure online account, activated using a unique username and password; you will be prompted to change these, and to keep them safe and secure. If you have more than one child at our school, or children at other ParentPay schools, you can create a single account login for all your children.

Making a payment is straightforward and ParentPay holds a payment history for you to view at a later date; no card details are stored in any part of the system. Once you have activated your account you can make online payments straight away.

## **Using PayPoint**

PayPoint payments are recorded by ParentPay and can be seen by logging into your ParentPay account and viewing your payment history online. The nearest PayPoint stores to school are;

- Co-Op Corsham, 1 Martingate, Corsham, Wiltshire, SN13 0HL
- Oakleys Store - 15 Pickwick Road, Corsham, Wiltshire, SN13 9BQ

<http://www.paypoint.ie/locator/>

Please notify the Finance Office if you wish to use the PayPoint facility. A plastic card will be issued to you to make cash payments for school meals at local PayPoint stores. The first card is free of charge; however, any lost or damaged cards will be charged at **£3.00 each**. Payment cards take about two weeks to arrive but we can issue a barcode letter as an interim measure.

Trip and activity information letters will carry a unique barcode which will allow you to make cash payments at your local PayPoint store.

**We hope you will support us in achieving our goal to become a cashless school and reduce the workload on our staff. Your support in using ParentPay will help the school enormously, thank you.**

## 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 will 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, Visa and American Express 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 02476 994 820.

- **I do not have a home PC so how can I use ParentPay?**

ParentPay can be accessed by any mobile device through a web browser. Alternatively the school office can provide a device to help you set up your account.

For further information on ParentPay please see the FAQs overleaf or visit [www.parentpay.com](http://www.parentpay.com).

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