

Frequently Asked Questions

What are the benefits to the Academy, parents and students?

- Enables parents to pay for their child's Academy meals online and top up the account at any time
- It avoids parents searching for cash to send to the Academy and avoids the need for students to carry cash (no lost money, no spending of dinner money on the way to school, no security issue)
- It promotes a healthy diet
- de-stigmatises free school meals by providing anonymity for students
- reduces the queuing time for students at the canteen tills

Parents will be able to credit their child's account in one of three ways:

1. via ParentPay®, a convenient online method using a credit or debit card
2. via PayPoint™, at local stores, or
3. by cheque to the school



How do parents use ParentPay?

Parents have been issued with a unique username and password to log into the ParentPay website – www.parentpay.com. ParentPay accepts MasterCard and Visa credit cards and Maestro, Switch, Delta, Electron, Solo and Visa debit cards. Parents can view online the balance of their child's catering account and a record of the payments made. Parents have the flexibility to make payments online as regularly and as often as they wish. Parents may find it convenient to top up their child's account monthly or weekly. The minimum top-up is £10.

Is it safe to make payments on the internet?

Yes. In fact, it's as safe to pay online with ParentPay as it is to use your credit card in a shop or over the phone. ParentPay uses leading technology to process your credit/debit card transactions securely. All communication with the bank is encrypted (jumbled so no one else can read it). No credit/debit card details are stored in any part of the system.

What about our personal information?

ParentPay uses a very limited amount of information about you and your child solely for the purpose of administering your account; information is not shared or given to any other organisations. ParentPay and the school operate under strict guidelines set out by the Data Protection Act 1998, which ensure the protection and care of personal information.

What do I do if I am unable to log onto ParentPay?

The ParentPay internet service should be reliable and available at any time. However, if parents experience any problems they should contact the Academy on 0208-804-1648 for advice.

What do I do if I forget my ParentPay password?

The ParentPay website has a password reset facility:
https://www.parentpay.com/PR1/Info/PP_ForgotPassword.aspx

What if a parent needs to pay for their child's meals in cash?

The Academy has registered with PayPoint so that parents are able to take cash to their local convenience stores in order to top up their child's account.



How do parents use PayPoint?

For parents who do not wish to make payments via their bank account they can top up their child's account using cash at PayPoint facilities in their local convenience stores. Parents who choose this method will be issued with a PayPoint card. Parents should contact the Finance Office – cards take about 14 days to be delivered.

Where can I find a PayPoint agent?

A full list can be found on the PayPoint website: <http://www.paypoint.com/locator.aspx>

What happens if a student loses a card?

In the event of a lost or stolen card the user does not lose the money on the account. Students or parents will need to notify the Academy and processes will be put in place to stop the card and provide students with a temporary facility until a permanent replacement is provided. ***There will be a charge of £3 made to the account for issuing a replacement card.***

Do credits to my child's account expire?

No, all payments will remain on the account until debited for purchases made.

Will there be a daily spend limit for students?

The Academy will set a spend limit for all students of £5.00. Parents can choose to set their own limit by informing the school of the amount they require.

What if parents do not have internet access at home?

Parents may wish to visit their local library, internet café or use a computer at their work, if this is permissible.

Once I have topped up, how quick will my child's account be credited?

With ParentPay (online) funds are normally credited to the student catering account within one hour. With PayPoint (local convenience store) methods of payment the student's account will be credited normally within 24 hours.

My child brings sandwiches to The Academy, can my child purchase food on the odd occasion?

All parents will be issued with usernames and passwords and will be able to access ParentPay at any time or any other method of payment mentioned above in order to credit their child's account. Therefore, students who bring sandwiches to The Academy will also be able to make purchases using their card. It is advisable that, even if a student brings sandwiches, there is a small amount on their account.