

Richmond School

Some Popular Questions and Answers

We will be introducing cashless catering on with effect from Monday, 24 January 2011. From this date it will not be possible for students to pay for their break-time snacks or lunches at the tills using cash.

Parents

Q. How do I credit my child's account account?

A. This can be done in a number of ways:

By the Internet

By use of the online ParentPay system (please see website for full details, or at www.Parentpay.com). A login and password are provided in the attached letter. This will allow you to make electronic payments into your child's account.

By Cheque, this eliminates the need for students to carry any cash. Cheques should be made payable to 'North Yorkshire County Caterers', with bank card details, student's name and tutor group on the back. Students should then place this in the cheque box in the restaurant.

By Cash, into the revaluation machines on site. These take £5, £10 and £20 notes, £2, £1, 50p, 20p, 10p, 5p coins – no copper is accepted. There is no minimum or maximum amount that has to be credited to the account before it can be used. (However the account must be in credit to purchase food) . These machines are located in:

The Restaurant

Under the digital screen in the James Tate Reception.

Half way down the blue corridor in the Sixth Form Centre.

Using Paypoint. The school will issue you with a paypoint card on request this will allow you to make payments in several shops in the local area. (Co-operative, Post Office, Spa etc). Requests in writing or by e-mail to Tracey Fox (tfox@richmondschool.net)

Students

Q. What happens if I haven't had an image of my thumb print taken yet?

A There are several ways to get this done. Either go to Reception and ask a member of the Reception Team to do this for you or go to one of the Cashiers in the Restaurant and ask them do it. The whole task only takes a few seconds.

Q What do I do if my parents do not wish me to have a Biometric image taken of my thumbprint.

A. This is not a problem. You will be given a unique pin number which you should keep safe and have with you when putting credit on your account or when paying for a meal. Your child should either speak to the Reception Team or the Cashier at the till.

Q. When can I use the revaluation machine?

A. Before the 1st bell in the morning, at morning break, at lunchtime or after school. Remember to credit your card before purchasing food.

Q. How do I check if I have credit on my account?

A. For those of you using the biometric technology, put your thumb onto the revaluation machine and follow the on-line instructions. This will tell you the balance of your account. Those using the pin numbers will be required to key in the pin and follow the on line instructions.

Q. I am entitled to a free meal, how does it work?

A. The allowance is credited to you each lunch time to allow you to purchase your meal.

Q. Can anyone else use my account?

A. No – a unique number is allocated to each student and a photo image of each student appears on the till.

Q. What if my photograph has not been taken?

A. New students will have their photograph taken on the first day of term. Other students should go to the ICT Technician office, which is located on the first floor of The James Tate Building (opposite the ICT classrooms).

Q. What happens if I forget my money to credit my account?

A. You will need to see a member of Reception Team to authorise and cover the cost of a meal – this MUST be paid back in full the next day.

Q. Can I have any say in what my child eats?

A. The system has a blocking facility that will identify any items the child is not allowed either by choice or dietary needs. This needs to be confirmed in writing by the parent/guardian.

If you require any further information please contact either Audrey Pledge or Tracey Fox at the school.
