Richmond School & Sixth Form College

Being the best we can be

Headteacher: Mrs J Potter
Darlington Road, Richmond,
North Yorkshire, DL10 7BQ
T: 01748 850111
E: admin@richmondschool.net
W: www.richmondschool.net

ParentPay Information Sheet

Managing your Cashless Catering Account

Parents/carers are asked to ensure that lunch accounts are in credit at all times by regularly monitoring balances to ensure that meals are paid for in advance. Low balance reminders are also provided to students by Restaurant staff at the tills. Clearly, students need to be made aware that they have a certain amount of money each day and they should bear this in mind when selecting food. Water is available for all, and students are advised not to select the juices and other drinks if they have a tendency to overspend. Students are made aware of their responsibility to manage their lunch accounts in school, and we will contact home in the event of any ongoing issues.

ParentPay recommends that lunch accounts are topped up the **night before** to ensure sufficient funds are in place for the following day. Depending on how busy the system is, it can take a few hours from when the payment is made to actually show up in the student's account, and it cannot be guaranteed that payments made in the morning will be in place in time for lunch on the same day.

To help you monitor account balances it is possible to set up an email alert (which is free of charge) to notify you when the account reaches a certain threshold. For lunch accounts it is advised that a threshold of £5.00 is set, which should give you sufficient time to be able to top-up your account before funds run out, and your son/daughter might be refused service in the Restaurant. In order to set this up please follow the steps outlined below:

- Go to the **Communication** area of the home page and select **Alert settings**.
- Select the type of alert you wish to receive for each notification item
  Email alert (free of charge) or **Text alert** (cost 0.06p per message).
- Remember to **save** your settings at the bottom of the page before logging out of your account.

ARETÉ LEARNING TRUST

Being the best we can be