Richmond School & Sixth Form College
Being the best we can be

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ParentPay Information Sheet

Managing your Cashless Catering Account

Parents/carers are asked to ensure that lunch accounts are 'topped up' 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 child 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 – **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.

Free School Meals

Students in receipt of free school meals receive an allocation of £2.70 per day, which cannot be carried over. In other words if the allocation is not spent on a particular day, it effectively 'disappears'. £2.70 is the price of a Meal Deal which incorporates a selected hot main course and a dessert. Some students have a tendency to spend a large part of their daily allocation at break time, which leaves them little money for lunch. A daily limit can be set up, on individual accounts, to prevent overspending. Please contact school if this is something you would like to consider. Alternatively, parents can top up their child's account to ensure there is a buffer in the event that they want to spend more than £2.70 each day or, of course, a snack could be sent in from home for break-time.

Please note that the cashless catering system adds any free school meal entitlement at the end of each day. For example if a student spends £1.80, it will be topped up by that much following the school lunch service. However, if a child goes over their £2.70 allowance, it will leave the account in deficit by the overspent amount.

Free School Meals are available to pupils whose parents receive certain benefits. Please visit the North Yorkshire County Council website and select Education and Learning – Free School Meals if you think that you may qualify for this support.

School Trips and Activities

ParentPay has the added benefit of allowing parents/carers to pay securely for any trips or activities organised by the school. This system ensures that students do not need to carry money with them, parents/carers have an accurate record of any monies paid, and the school does not need to collect or hold large sums of cash.

Further Help and Advice

There is a very good help section provided on the ParentPay website that provides lots of information to support parents, but should you have any further queries please do not hesitate to get in touch on 01748 828113 or finance-rch@arete.uk.