

ParentPay Information -24th March

Dear Parents/Carer,

If you have credited money via on line payment to your ParentPay Parent Account, please be assured that all unspent school meal balances will be returned to your ParentPay Parent Account automatically, without the need for you to make an individual request.

There is no need for you to contact school in this regard. ParentPay are dealing with this on a school by school basis so please be patient while this process is being completed.

You will be notified when the funds have been returned to your ParentPay Parent Account. At that point, you will need to log on to your ParentPay account should you wish to then make a withdrawal.

If your child has paid cash into the account via the reval machines in school, this will be dealt with separately as a cash refund will have to be processed. In view of the current situation and restrictions in place this cannot be done at the present time. Once school is able to do this you will be contacted.

Thank you for your patience and understanding.

Ms Kate Kidd

School Business Manager