



Cashless @ Honywood

Frequently Asked Questions

Daily Spend Limit

The default daily spend limit is set at £5.00. Any change to this limit (+ / -) must be discussed between you and your parents who will then write into the school to confirm the limit they wish to be applied. On receipt of this written instruction, the limit will be amended.

- **Managing your Daily Spend Limit**

Parents/Carers may decide to set a low limit. If it is below the meal deal price of £2.30 you may wish to discuss with your parents whether it is more appropriate to assign that spend to either Break of Lunch – not both. You will then be able to maximise your spend at that service. To set this up the Parent/Carer must send the request into School in writing (letter or email) marked for the attention of Mrs K Frid, Catering Manager.

- **Exceeding the Daily Spend Limit**

If you take products to the till which then exceed your daily spend limit you will need to put something back. We only take back those items that are pre-packed (sandwiches, drink cartons/bottles, etc) not freshly served food, e.g. hot meal deal, fruit.

Insufficient Funds

A one-day lend of £2.30 will be permitted if it is found that you have insufficient funds when you present yourself at the till. You will be instructed to advise your Parent/Carer to upload funds that evening that will repay any loan and put the account into credit for the next day.

Those accounts that go into debit will be monitored and contact made with the family via telephone and/or Group Call for funds to be uploaded via ParentPay.

Misplaced Cards or Card 'Left at Home'

You will not be served at the till without your card. A replacement card can be issued at the till so you are able to purchase food. The Replacement Card Fee of £3.00 will be deducted from your account balance at the end of the day. Your old card will be treated as 'lost' and disabled from the ParentPay account.

Please encourage your child to look after their cashless cards – just as they would their bus pass, discount card and, eventually, debit/credit cards.

Lost Cards

If you find any cards, please hand them in at the Kitchen. Arrangements will be made at the end of each day to check who they are assigned to, ensure they are named and return them at the next Registration period via registers if a replacement card has not already been issued.



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What happens to account balances when my child leaves Honywood?

Whenever your child leaves Honywood the protocol for clearing balances (debit or credit) is the same.

Firstly, the school records are checked to confirm whether a younger sibling will still be attending Honywood. This being the case, debit or credit balances are transferred to the siblings Cashless Account on ParentPay. The balance will then be cleared when an e-payment is made to the siblings account.

When there is not a sibling at school the leaver's account will be checked.

- **Credit balance**
Transactions on the child's Cashless Account will be checked for the date of the most recent e-payment. A refund will then be made which will appear on the card payer's statement. No further action is necessary.
- **Debit balance**
A letter will be sent to the Parent/Carer inviting them to pay the outstanding balance. Different payment methods are offered:

Card Payment to ParentPay 'Dinner at Honywood' account

Cash or Cheque** (made payable to Honywood School) and sent in a named envelope and marked for the attention of Mrs K Frid, Catering Manager

**This is the only time these methods of payment are accepted other than Christmas Lunch.

Cohort 11 – Study Leave

Before Learner's go on Study Leave, the Parent/Carer of each youngster will receive a letter confirming the protocol for clearing balances.

I can't remember my Log-In details

A common occurrence for any online activity. The ParentPay website itself has some useful guidance. If this does not help, email the school who will be able to forward you details of your User Name and Password. However, if you have previously changed your password you will need to ask for your password to be reset and a link will be sent to your registered email address.



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Reminder Letters to Upload Funds to clear debit balances

a) Charging of new Cards

New cards are charged to the accounts at the end of the day. At the end of the week, a Group Call (text) message is sent to the Parent/Carer confirming that those charge(s) have been made to the account.

b) Clearing Debit Balances

Debit balances accumulate for a number of reasons:

- Overspending
- Issue of Cards to replace those lost
- Infrequent top-up of funds to account

At the beginning of each term or half term, the Reminder System is 'reset' and the first reminder is sent if the account is in debt. This balance will include any charges for replacement cards as described above.

If the account is still in debt the following week, then a second reminder will be issued followed by the third reminder if still in debt a fortnight later.

We do encourage Parents/Carers to regularly monitor their child's Cashless Account and upload funds to cover their spending. If their spend is too high, then please consider resetting the default daily spend limit from £5 per day.

If accounts are not brought into credit, then the child's Learning Group Leader will make contact with the Parent/Carer to discuss the options available to manage the account and bring it into credit.

Use of your Cashless Card

It is important that children understand that their Cashless Card should only be used for purchases of items for their own personal consumption.

We advise caution when children permit the purchase of items for others as this increases the charge for their Parent/Carer. If a friend wishes to use the facility they must be encouraged to request/activate a card to enable purchases to be made on their own account.

Other Questions?

If you or your Parent/Carer have any other queries not answered on this page, please email cashless@honywoodschool.com.