

CASHLESS CATERING

FREQUENTLY ASKED QUESTIONS

Q What is the biometric data being taken?

Biometric data is an algorithm. This is a partial thumb print, not a full thumb print. This data will not be used outside school.

Q What happens if I do not wish my child's thumb print to be registered?

Your child can have a pin number to access the new system at school. Please write Pin Number on the permission slip if you wish this to happen.

Q When is the deadline for returning the permission form?

Tuesday 6 May. Please ask your child to hand the form into the office for Mrs Maule.

Q What happens if I do not wish to use Parent Pay but want to carry on using cash?

If you wish to pay by cash in a shop with Paypoint please request a card from the school. If you wish to give your child cash for school they can top up their account at a revaluation machine in school. This will be a slower process than the online system.

Q What happens if I cannot work out how to set up an account on Parent Pay?

You can phone the ParentPay helpline number which is on the Parent Pay website www.parentpay.com

Q When will the new system start to be used in school?

The Go Live date is Thursday 10 July. All students must be registered with either thumb print or pin number by that date or they will not be able to have a school meal.

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