



HMV/vw/Y6

March 2024

Dear Parent / Carer

## ParentPay

Netherthorpe school operates as a cash free organisation and uses ParentPay to collect payments for meals, clubs, trips, uniform and more. Parent/carers can use ParentPay to securely pay for school items on line at time convenient for them. It also allows parent/carers to check account balances and monitor the food there child is purchasing in our canteen.

You will receive your unique ParentPay account activation details towards the end of the summer term. For further information on ParentPay please see the FAQs below, or visit [www.parentpay.com](http://www.parentpay.com).

## How to make payments

### 1. Making secure payments online using your credit or debit card

ParentPay offers you the freedom to make payments whenever and wherever you like, 24 hours a day, 7 days a week – safe in the knowledge that the technology used is the highest internet security available.

You will have a secure online account, activated using a unique username and password; you will be prompted to change these, and to keep them safe and secure. If you have more than one child at our school, or children at other ParentPay schools, you can create a single account login for all your children. Making a payment is straightforward and ParentPay holds a payment history for you to view at a later date; no card details are stored in any part of the system. Once you've activated your account you can make online payments straight away. Access can be made via ParentPay, [www.parentpay.com](http://www.parentpay.com)

### 2. PayPoint – this system is available for anyone who is unable to access the internet

PayPoint payments are recorded by ParentPay and can be seen by logging into your ParentPay account and viewing your payment history online.

*The nearest PayPoint stores to school are:-*

- AVS Superstore, 52 Lowgates, Staveley, Chesterfield, S43 3TU
- Birdis General Store, 4 Station Road, Barrow Hill, Chesterfield, S43 2NL
- Lansbury Stores, Lansbury Avenue, Mastin Moor, Chesterfield, S43 3AH
- Peak Stores, Markham Road, Duckmanton, Chesterfield, S44 5EP
- Co-operative Store, Inkersall Green Road, Inkersall, Chesterfield, S43 3HA.

Please notify the school Finance Office if you wish to use the PayPoint facility. A plastic card will be issued to you to make cash payments for school meals and trips at local PayPoint stores; the first card is free of charge. However, any lost or damaged cards will unfortunately incur a charge

of £2.00. Payment cards take about two weeks to arrive, but we can issue a barcode letter as an interim measure.

If you have any queries please do not hesitate to contact a member of the school Finance Team, via their direct line on: 01246 479013 or email at [finance@clt.org.uk](mailto:finance@clt.org.uk).

Yours sincerely



Mrs H McVicar  
Headteacher

## **PARENTPAY – Frequently Asked Questions**

### **When can I log in to my account?**

Once you have received your activation letter from school with your activation login details you will be able to activate your account and start making payments. This letter will be sent to you towards the end of the summer term.

### **Which cards can I use?**

ParentPay accepts MasterCard and Visa credit cards, Maestro, Switch, Delta Electron, Solo and Visa debit cards.

### **Is it safe to make payments on the internet?**

Yes ParentPay uses leading technology to process your card transactions securely. All communication with the bank is encrypted and neither ParentPay nor the school have access to your card details.

### **How can I check that it is secure?**

Standard website addresses begin with http; the address for a secure site will always begin with https. You will also see a padlock at the bottom / top right of the screen on our login page after you have logged into your account. Never enter your card details or personal data on any web page whose address does not start with https.

### **What about our personal information?**

ParentPay holds a very limited amount of information about you and your child, solely for the purpose of administering your account. However, ParentPay does not use your personal information other than for supporting the school. We do not share, or give, information to any other organisations. The company operates under strict guidelines set out by the Data Protection Act 1998.

ParentPay will NEVER contact parents by phone, email, or mail and ask you to divulge confidential information like passwords or card numbers. If you are ever contacted by someone claiming to be from ParentPay please contact the company immediately – 0845 257 5540.

### **I don't have a home computer, so how can I use ParentPay?**

You can use the app for your mobile phone or use the PayPoint system at local shops.



[www.clt.org.uk](http://www.clt.org.uk)

