

## *ST FRANCIS' PRIMARY SCHOOL*

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14/3/23

Dear Parents and Carers,

We have prepared the following information sheet to clarify how ParentPay will work going forward:

Dinners and 123 club **must** be booked before 8.30 am on the morning they are required; if you cannot book on Monday morning it may be that you are trying to make the booking after the booking window has closed.

If, in exceptional circumstances you need to make a booking after this time please email [mconlon829@c2ken.net](mailto:mconlon829@c2ken.net) to inform us that a dinner/ 123 club place is required and you will be charged retrospectively for this.

If your child is absent and misses dinner, a refund will be issued. This money goes into your general ParentPay 'purse' and can be used for further bookings. If you are booking dinners for the following week, please book all of the dinners you require on the days you require them. We will not operate a carry-over system as we will process missed meals and refunds daily.

We strongly recommend that you use a card for transactions as the payments and refunds are processed promptly. Bank transfers take a full 10 days to process meaning your financial records will not show transactions until a full 10 days have passed and the money is then drawn down.

If there are any issues with an accidental booking through duplication or selecting an incorrect date, please email details to [mconlon829@c2ken.net](mailto:mconlon829@c2ken.net) directly and your refund can be issued.

We appreciate that this new system will take a while to become embedded but we believe that ultimately, it will make our systems much more efficient and will hopefully relieve some of the hassle for our families too.

Thank you for your continued support.

S. McKeown