



# Biddenham

International School & Sports College

Principal: Mr David Bailey

Head of School: Ms Eleanor Grylls

June 2021

Dear Parent Carer

## **Coming soon: Online payments to school with ParentPay!**

We are writing to inform you of our plans to introduce a new cashless catering system in September 2021 replacing our current provider Sims pay. This system will improve our ability to serve food quickly and efficiently, reduce the amount of cash circulating within the school and make the process of getting a school lunch easier for all students, and especially those on Free School Meals. It will also make it more convenient for you as lunches can be paid for in advance, online.

Cash is loaded onto the student's account either by the parent opening up an online account via Parent Pay (details will be sent out soon) and paying online via credit/debit card or by PayPoints in many shops

The student chooses their school lunch items and scans a finger at the till; this displays their name, photo and account balance to the till operator who then enters the cost of their school lunch, deducts the total from the account and the transaction is complete.

We are looking forward to the efficiencies and calmness this new system will bring to the school lunch service and we hope that our students will enjoy the lunch queues moving much faster!

## **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 of 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 have activated your account you can make online payments straight away.

## **Taking cash by PayPoint**

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 the school can be found on this link <https://consumer.paypoint.com/>

Please notify the 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 at local PayPoint stores. Payment cards take about two weeks to arrive, but we can issue a barcode letter as an interim measure.

School and activity information letters will carry a unique barcode which will allow you to make cash payments at your local PayPoint store.

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**Biddenham Turn, Biddenham, Bedford, MK40 4AZ**

**Tel: 01234 342521**

**Fax: 01234 334530**

**Email: [enquiries@biddenham.beds.sch.uk](mailto:enquiries@biddenham.beds.sch.uk)**

**Website: [biddenham.beds.sch.uk](http://biddenham.beds.sch.uk)**

We hope you will support us in achieving our goal to become a cashless school. Your support in using ParentPay will help the school enormously.

**You will receive your unique ParentPay Account activation letters shortly.**

To ensure a smooth transition to the new system we need to have the most up to date and relevant contact details for you and your child. Therefore could we please ask that you take some time to check the details below which we currently hold for you to ensure accuracy. **If you have any changes please email them to [julie.giles@mybiddenham.com](mailto:julie.giles@mybiddenham.com) or alternatively complete the slip below and return at your earliest convenience.**

	Name	Primary Email Address	Mobile Number
Priority 1 Contact			
Priority 2 Contact			

For further information on ParentPay please see the FAQs overleaf, visit [www.parentpay.com](http://www.parentpay.com) or alternatively contact the school at [parentpay@mybiddenham.com](mailto:parentpay@mybiddenham.com) or telephone 01234 334503.

Yours faithfully



**Eleanor Grylls**  
Head Teacher



**David Bailey**  
School Principal

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**Please return completed forms to:**

Mrs Julie Giles  
Admin Assistant  
Biddenham Upper School  
Biddenham Turn  
Biddenham  
Bedford  
MK40 4AZ

Name of child.....

**Priority 1 Contact**

Email.....

Mobile phone.....

**Priority 2 Contact**

Email.....

Mobile phone.....

Name of Parent: .....

Signature: .....

Date: .....

- **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 soon by your school.

- **Which cards can I use?**

ParentPay accepts MasterCard, Visa and American Express credit cards, and Maestro, Switch, Delta, Electron, Solo and Visa debit cards. Some schools may limit the use of credit cards for some transactions; you will be informed by the school directly of any such restrictions.

- **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.

- **What about students entitled to free school meals?**

The amount allocated for the free school meal will be credited automatically each day and may be used whenever the catering facilities are open; any under spend or missed dinner will not be accumulated. Parents may also top up funds using ParentPay. The system will first deduct the free school meal allowance before deducting funds added by students and parents. There is no difference in the way the system is used by Free School Meal students and anyone else. They will be completely anonymous and catering staff and other students will not be able to identify Free School Meal students who use the catering facilities.

- **How can I check that it's 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 and after you have logged into your account; never enter your card details or personal data on any web page whose address does not start *https*.

- **What about our personal information?**

ParentPay Limited, and its group companies, operate in full compliance with Data Protection Law; Including the Data Protection Act 1998 and the General Data Protection Regulation (EU) 2016/679.

The ParentPay Terms and Conditions include a Data Processing Agreement (DPA), compliant with the GDPR, which details both parties' obligations relating to Data Protection.

<https://www.parentpay.com/schools/school-terms-and-conditions/>

The ParentPay Privacy Notice, which is available to end users, provides further information on the processing activities undertaken by ParentPay.

<https://www.parentpay.com/privacy-policy/>

ParentPay will NEVER contact you 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 us immediately on 02476 994 820.

- **I do not have a home PC so how can I use ParentPay?**

Why not visit your local library, internet café or see if you can get access to a computer at work. Alternatively ask if you can use your school's computers. Many schools have computers available for parents and will be happy to show you how to use them.

**For more information please visit [www.parentpay.com](http://www.parentpay.com)**