



WESTON FAVELL ACADEMY

Principal: Lorna Leventhal

Booth Lane South
Weston Favell
Northampton NN3 3EZ

Tel: 01604 402121

Fax: 01604 400361

email: admin@westonfavellacademy.org



[@WestonFavellGAT](https://twitter.com/WestonFavellGAT)

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Dear Parent/Carer

Coming soon: Online payments to school with ParentPay!

When we return to school in September, we will no longer be accepting cash in the Academy. This is for the safety of staff and students and has been introduced by the Trust following the pandemic outbreak, but will remain in place for the foreseeable future.

This means that students will be unable to pay for trips and events in cash or add money to their lunch accounts. The two machines in the atrium and restaurant have been removed.

We will also be using ParentPay when we return after the summer break and this will replace Scopay. All accounts on Scopay have now been closed and all balances over £3 have now been transferred to ParentPay.

Parents who need to continue making payments by cash may do so using the PayPoint network at local convenience stores.

One other change in September is that student cards must be worn around the Academy, at all times, on a lanyard. They will form part of the school uniform. Students will need these cards to print and to enable them to buy food from the restaurant. If students do not have their card then they will be unable to buy food or claim their free school meal if they are entitled. Any issues with missing cards will need to be resolved at the start of the day by the Pastoral Leader, parents may be required to bring them in if they have been left at home.

Students should bring their old student cards with them on the first day back in September. We will then be issuing new cards to students who do not have one. Students must also wear the correct colour lanyard which was issued by the Academy. This will also ensure their safety during the period where students are in 'bubbles'.

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 school are shown below.

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. The first card is free of charge; however, any lost or damaged cards will be charged at £10 each. Payment cards take about two weeks to arrive, but we can issue a barcode letter as an interim measure.

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

We hope you will support us in achieving our goal to become a cashless school and reduce the workload on our staff. Your support in using ParentPay will help the school enormously, thank you.

You will receive your unique ParentPay Account activation details in the next few weeks so please look out for it and register for online payments as soon as possible.

For further information on ParentPay please see the FAQs overleaf or visit www.parentpay.com.

If there are any questions about any of the above then please contact Mrs Simons on jsimons@westonfavellacademy.org.

Yours faithfully

Finance Team

ParentPay FAQs

- **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.

- **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.

Local PayPoint Stores

Nisa Local – Broadmead Avenue, Premier Express – Broadmead Avenue,
A&D Mini Market – Broadway East, Lindsay Mini Market – Lindsay Avenue

