



School Money Q & A

Q. I have a balance on the previous dinner system - what happens to this?

A. This will be transferred to School Money by the end of Monday 5th November.

Q. I have a balance on the previous system - how do I book a dinner for 5th November?

A. If the balances have not been transferred before 5th November then you will need to pay for one dinner in order to book a meal on the 5th. Once the balances have been transferred then you can book future meals using your balance and/or by further online payments.

Q. I do not have a debt or credit card - how do I pay?

A. The school office can issue you with a pay point slip which you can use to top up this card - this is the same system widely used by local authorities and utility companies.

Q. I want to pay cash - can I do this?

A. Unfortunately not - this is a cashless system.

Q. My child goes to the After School Club - how do I pay for this?

A. In the same way as paying for dinners.

Q. My After-School club account is in credit - what happens to this?

A. All balances will be transferred by School Money to your new account.

Q. My child has not been to After School club before - can I just book places?

A. No - you will need to apply for a place in the usual way so that we can ascertain if there are spaces in the club and then to raise the correct paperwork for joining.

Q. I sometimes have to cancel Breakfast or After-School club places - how do I do this?

A. By cancelling those session via the online system.