



Re-founded 1555

Ripon Grammar School

Helping shape the future since 1555



27 May 2022

Dear Parents

ParentPay

ParentPay provides a simple and secure method for parents to fund school activities including trips, events and meals. The vast majority of parents keep their child's account in credit which greatly assists with transactions in school. However, currently about 15% of accounts are in debit which unfortunately means that purchases at break and/or lunch require the catering staff to make a manual override that delays the queue and slows down service. For parents who persistently remain in debt, the finance staff also have to make contact to ask them to top up their accounts which uses up valuable time.

I would therefore be very grateful if all parents could ensure that their child's account is in credit for the start of next half term, and that they maintain a level of credit in the account to facilitate catering and finance operations moving forwards.

ParentPay offers options to avoid the account falling into debt either through alerts to an email address when the account falls below a threshold, or by using the Auto Top-Up feature that automatically credits the account via bank transfer; this is by a fixed amount that can be configured by the parent. At present the Auto Top-Up function is not available on all accounts but can be activated by contacting ParentPay direct. ParentPay are also working on rolling this functionality out to all parents.

The school would never prevent a student receiving a school meal and being left hungry at lunchtime. However, we may need to impose some restrictions on students being able to make a food or drink purchase at break time. Please avoid this happening to your child by ensuring that their account has sufficient funds, as would be the case if we used a cash system.

For any parents who are struggling financially to ensure their ParentPay account is in credit, please feel free to contact the finance staff who will explore ways to assist in a confidential way.

Yours sincerely

Jonathan M Webb
Headmaster