



Burnt Oak Junior School The Pioneer Academy

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17th March 2017

Dear Parent/Carer

Coming soon: Online payments to school with ParentPay!

Starting from the Summer Term, we will be introducing a more convenient way to pay for school meals, trips, after school clubs and much more online, using a secure service called ParentPay.

ParentPay will be live for school meal payments on **1st April 2017**; from this date we will be working towards no longer accepting cash and cheque payments, making the school a cash-free environment. Parents who need to continue making payments by cash or cheque may do so for now, please see below for information.

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 another ParentPay school, you can create one single account login for all your children regardless of which school they attend.

Making a payment is straightforward and ParentPay holds a payment history for you to view at a later date. Once you have activated your account you can make online payments from 1st April 2017.

Making payment by cash or cheque

We will continue to accept cash and cheque payments for school meals until **Friday 26th May 2017**. Please make cheques out for the correct amount and make payable to **Burnt Oak Junior School**. Cash and cheque payments are also recorded in your ParentPay online account, giving you a record of all payments you have made to school regardless of which method you use.

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, thank you.

Your child will bring home your activation letter on Monday 27th March 2017 which will give you your unique user name and password.

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

Yours faithfully

Mrs J Ivil
Head Teacher

CEO: Mr L Mason-Ellis Head Teacher: Mrs J Ivil
Company Registration Number 07691324

The Pioneer Academy is committed to safeguarding and promoting the welfare of all our pupils and expect all staff and volunteers to share this commitment.

ParentPay FAQs

- **When can I log in to my account?**

Once you have received your activation letter from school with your login details you will be able to activate your account. This letter will be given to your child to bring home on Monday 27th March 2017. You will be able to start making payments from 1st April 2017.

- **Which cards can I use?**

ParentPay accepts MasterCard and Visa 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 holds a very limited amount of information about you and your child solely for the purpose of administering your account. However, ParentPay does not use your personal information other than for supporting the school. We do not share or give information to any other organisations. We operate under strict guidelines set out by the Data Protection Act 1998.

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