

ParentPay Payments and Debt Policy

Approved by: Management
committee

Last reviewed on: November 2025

Next review due by: November 2028

Purpose

This policy sets out the school's expectations for the timely payment of all services and activities paid for through ParentPay. It aims to ensure fairness for all families, maintain the smooth running of school services, and minimise debt to the school budget.

This policy applies to all parents/carers whose children access paid school services, including but not limited to:

- School meals
- Trips and visits
- Any other chargeable provision

ParentPay Accounts

- The school operates a **cashless system** and all payments must be made through ParentPay wherever possible.
- Parents/carers are expected to **maintain their account in credit**.
- Accounts should be checked regularly to avoid falling into arrears.

Expectations

Parents/carers are expected to:

- Pay in advance for meals, trips, and other services
- Monitor balances frequently
- Respond promptly to reminders regarding outstanding balances
- Contact the school early if experiencing financial difficulty

Debt Thresholds and Procedures

Monitoring

Balances are monitored regularly by the school office and the School's Business Manager.

When an account reaches £20 debt

If the account reaches **£20 in arrears**, the following process will apply:

1. **Reminder 1** – Weekly notification via ParentPay/email/text/letter
2. **Reminder 2** – Second weekly reminder via ParentPay/email/text/letter
3. **Final Reminder** – Third and final weekly reminder requesting urgent payment or contact with the school

If no action is taken

If payment or contact is not made after the reminders:

- The child will be **required to bring a packed lunch from home** until the debt is cleared or a repayment plan is agreed
- Access to chargeable activities, trips, or clubs may be restricted
- Further recovery action may be considered in line with school finance procedures

Repayment Plans

The school understands that families may occasionally experience financial difficulties. Support is available.

Parents are encouraged to:

- Contact the school office as soon as possible
- Discuss concerns confidentially
- Agree a manageable repayment plan

Repayment plans must:

- Be agreed in writing
- Be adhered to consistently
- Clear the debt within an agreed timeframe

Failure to keep to an agreed plan may result in withdrawal of services and further action.

Free School Meals

Parents who believe their child may be eligible for **Free School Meals (FSM)** are encouraged to apply or provide the necessary documentation to support this.

Confidentiality

All discussions regarding debt or financial hardship will be treated sensitively and confidentially.

Subject: ParentPay Outstanding Balance – Repayment Plan Agreement

Dear Parent/Carer Name,

We are writing to inform you that your ParentPay account currently shows an outstanding balance of **£XXXX**.

We understand that financial difficulties can arise and we would like to support you in resolving this. To help clear the balance, we can agree a repayment plan.

Agreed repayment plan:

Total outstanding balance: £XXXX

Weekly/Monthly payment: £XXXX

First payment due: [date]

Final payment due: [date]

Please note:

- Payments must be made on time via ParentPay
- Regular payments must continue alongside any new charges
- If payments are missed, your child may be required to bring a packed lunch and access to chargeable activities may be restricted until the debt is cleared

If you are experiencing ongoing financial hardship or believe you may be eligible for Free School Meals, please contact the school office confidentially so we can offer further support.

Please sign below to confirm agreement to this plan and return to the school office.

Parent/Carer name: _____

Signature: _____

Date: _____

Thank you for your cooperation and support.

Kind regards,

The Pavilion Study Centre