

Rivelin Primary School

Excellence For Every Child Every Day

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Chair of Governors: Mr Higgens
Headteacher: Mrs Powell
Deputy Headteacher:
Mrs Middleton

Dear Parent/Carer

Friday 29th March 2019

Re: New Online Payment System – SchoolComms

We have recently advised you of the above new system and would like to clarify the process for booking and making payments for Wraparound Club, Afterschool Activities and School Trips.

Wraparound: -

The new system will not allow a balance in arrears and therefore will require bookings to be made and paid for at the same time. However, we do appreciate that some accounts have a balance in arrears at the moment and we are able to allow a period of notice to be given from Live Day 25/03/19 to 24/07/19. This period will allow parents to ensure Wraparound accounts are up to date and cleared before bookings are made and accepted from Wednesday 4th September 2019.

From September 4th 2019, Wraparound sessions will have to be paid for at the time of booking and as a result we will not expect to see contracts covering the whole school year as users will have to book and pay for sessions on a daily, weekly or monthly basis, according to individual requirements.

In addition, bookings will only be permitted if payment is made at the time of booking or if the account has a credit balance. Breakfast Club sessions can be booked up to 12 midnight on the night before and After School sessions can be booked up to 12 midday on the day.

For Parents/Carers that use Childcare Vouchers, the system will recognise that the accounts are paid in arrears as Employers are unable to issue vouchers at the time of request. These accounts will be expected to be settled on a monthly basis. Any new users using Childcare Vouchers will be required to provide evidence of this on registration to enable this information to be input to the system and allow the account to have a balance in arrears.



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Afterschool Activities and School Trips: -

The system will require payment at the same time as booking.

For Afterschool Activities, where the child is already in Wraparound, there will be an option for no payment to be made as the Wraparound payment covers the activity.

For Parent/Carers that prefer to pay by cash, we can issue a Bar Code Payment Slip which can be used to pay cash via any 'Pay Point' outlet. Please be aware that School will not receive payment until after 11am the following day and that bookings will not be completed until these cash payments hit your account.

As our aim is to have a cashless office, cash brought in will only be accepted under exceptional circumstances.

This new system puts users very much in control of their bookings and payments and we are very hopeful that the process will improve the overall experience for all our parents and users.

Please do not hesitate to contact us should you require any assistance.

Kind regards

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