

# Barnes Farm Junior School

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## ParentPay Information Sheet

Dear Parents,

ParentPay has now been live for 2 weeks and we are pleased with the amount of parents who have started to use it. Please find below, the answers to some frequent questions we have been asked.

### School Clubs

All clubs will appear on the ParentPay list but you just select & pay for the clubs that your child will be attending that term.

### Mersea & Isle of Wight

The total cost of the trip (i.e. Isle of Wight & Mersea) had to be entered on ParentPay so that the few people who had not paid would be able to. All Parents would have been contacted if they had an amount outstanding for Mersea & Isle of Wight by now.

### Year 4 Laptops

The full amount of £250 is shown on ParentPay for all year 4 but only those of you who entered into this agreement will need to pay. Again, as ParentPay went live midway through the school year we are unable to show what had been previously paid to school as this has already been entered on our existing finance system and this would show on your Orange Payment Cards.

### Dinner money

This can be paid weekly, fortnightly, monthly or even termly with a minimum payment of £10.00. We do not need to know which day your child will be having a school meal but if you are concerned that your child will not remember, please feel free to send a message via ParentPay. Any parents who are still paying by cash or cheques will have all their money added to ParentPay manually and no change will be given. You will still be able to log on to ParentPay to see what has been credited and debited each week. Previous credits & arrears from our old system have been added to ParentPay and will be shown on your account. There was an error with the setup which restricted how much you could pay to £10 only but this has now been rectified and you should now be able to pay any amount from £10 up to £250. Please note it's the parents responsibility to monitor their ParentPay account. We will send an automated letter at the end of each month to all children with a negative balance.

We appreciate this is new to a lot of parents and there may be a lot of questions or queries but please could you send any messages regarding ParentPay by email or directly on the ParentPay site and we will endeavour to answer them as soon as possible. If you still haven't received a ParentPay login or have lost it, please ask the school office for a replacement letter.

Thank you for your patience and your continuing feedback is always welcomed.

Yours sincerely

Mrs J. Enever & the office team