



Teddington School

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Headteacher: Kathy Pacey NPQH

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Dear Families

We are writing to remind you that Teddington School is a cashless school. All payments for school meals, trips, revision books etc. need to be made online through our internet payments system called ParentPay. Increasingly staff have been asked to accept cash but this does not comply with our audit requirements as this is open to fraud and provides no secure audit trail.

- If you have ever registered your email address with ParentPay but have forgotten your password you need to go on to their online support <https://www.parentpay.com/parent-account-faqs/> and follow the instructions.
- Where families have never registered with ParentPay we will send out an additional letter with a reminder of your Pupil Link Code and instructions on how to activate the account.

From Tuesday 23 April 2019 staff will no longer be able to issue manual overdrafts for catering which is a subcontracted service through Cucina. We will enable all students to have access to a maximum £3 overdraft facility to ensure that in an emergency students will still be able to access a meal that day.

We would appreciate your support in logging on to your ParentPay account during the Easter holidays to ensure there is sufficient credit on your child(s) account(s). You may like to enable the 'low balance' alert facility available on ParentPay to ensure the account always has sufficient credit.

Please email info@teddington.org if you require any further assistance and we will respond as soon as possible.

Yours sincerely

Ms K Pacey
Headteacher

