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Dear Parent/ Carer

Cashless School Office

Perth & Kinross Council agreed at a Full Council meeting in February 2019 that all School Offices were to become cashless by August 2020. This means that all payments to the school office must be made via ParentPay or PayPoint, as the office will no longer be able to accept any cash or cheques.

For many of our families this will mean no change as many of you already use ParentPay.

ParentPay Activation letters have previously been issued to all children, but if you require an additional copy, please contact the school office. The school office can also help if you are having difficulty logging on for the first time. Please contact them by telephone on 01887 822300. I've also attached the ParentPay FAQs to this letter in case you have any queries about the system.

If you do not currently have a bank account, or wish to continue paying by cash, PayPoint is the alternative method to do this. To use this system the school office will issue you with a PayPoint barcode for each individual payment item, which allows you to pay at any participating store. Our nearest store is Co-op, 46 Dunkeld Street which is open 7 days a week between the hours of 6am – 11pm allowing you to pay whenever is convenient to you. A full list of PayPoint locations can be found at:

<https://www.paypoint.com/en-gb/consumers/store-locator>

Fundraising events organised by our Parent Council are arranged and banked separately to school money, meaning cash may still be accepted by them for anything they organise. However, the school office will not be able accept money on behalf of the Parent Council, and any payments should be made directly to them.

If you have any queries or require assistance from the school, please email breadalbane@pkc.gov.uk

Yours faithfully

John Devine
Headteacher



ParentPay FAQs

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

Once you have received your activation letter from school with your activation login details you will be able to activate your account and start making payments.

- **What methods of payments are accepted by ParentPay?**

ParentPay accepts MasterCard, Visa and American Express credit cards. It also accepts Maestro, Switch, Delta, Electron, Solo and Visa debit cards. Bank Transfer has also been recently added which enables payment direct from your bank account and is guaranteed by the Direct Debit service.

- **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 them immediately on 02476 994 820.

ParentPay is meeting the requirements of the GDPR legislation

- **I do not have access to the internet, 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. The school can also provide you with access at a mutually suitable time.

- **Can I continue to pay by cash?**

Cash cannot be accepted by the school office, but if this is your continued preferred method you can make payments to your account at any PayPoint store displaying the following logo



A full list of PayPoint locations can be found at:

<https://www.paypoint.com/en-gb/consumers/store-locator>

For more information please visit <https://www.parentpay.com/>