

## **Frequently Asked Questions:**

### ***What if I don't know my log on and password?***

Parents were sent a letter when the fobs were first issued with log on details. If you no longer have these, then please contact reception, or email the school to request this information.

### ***What if I have problems logging on?***

If you experience problems logging on or navigating the ParentPay site, please contact reception. You will be transferred to a member of staff who will talk you through the process.

### ***Are there limits to how much I can load on my child's fob?***

Vale of Glamorgan Catering has set a minimum load of £11.50 but there is no limit on how much parents can load on their child's fob.

### ***Can I decide how much my child spends each day?***

Yes, simply contact the school stating a daily limit and the Chef Manager, Mr R Watson, will put this in place.

### ***What if my child has no money on their fob?***

We would never refuse a lunch to a child who has forgotten or has no money loaded on their fob. Pupils should go to reception at the start of lunch and collect a slip to hand in when they collect their lunch. Payment is taken from money then loaded onto the fob.

### ***Can any other pupil use my child's fob?***

Because your child's school photograph is displayed when the fob is used, no other pupil could pay for food using your child's fob.

### ***What if my child loses their fob?***

If a fob is lost, your child should report this to their year office. The fob can be replaced at a cost of £2. Any money already loaded onto the fob is transferred.