



Rawmarsh Ashwood Primary School  
Ashwood Road,  
Parkgate,  
Rotherham  
S62 6HT

23.3.2020

Dear parents/carers,

**Re: Parent Pay Balances**

Please be assured that all unspent school meal balances will be returned to your ParentPay Parent Account automatically, without the need for you to make an individual request. This will be completed as part of our school closure process. We are liaising with ParentPay directly and expect to have this completed promptly. We will confirm when the funds have been returned to your ParentPay Parent Account, should you wish to then make a withdrawal.

Also in relation to ParentPay's school closure process the direct refunding option in ParentPay has been removed relating to trips and other services you pay for. Schools have to now calculate and physically send through to ParentPay by bank transfer the total cash amounts which need to be refunded to Parent/Carers. This will then be processed by ParentPay and refunded to the account originally paid from. Due to these extra steps and the processing time of ParentPay there may be a slight delay in receiving your refunded balance, however please be assured that all payments to be refunded in due course.

Therefore, to help our staff cope at this challenging time, we would ask that you do not make individual requests to the school which risks delaying completion of this process, unless you have an outstanding query with your child's account.

Thank you for your patience and cooperation in this matter.

Yours

Helen Marshall

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