

Wilmslow High School

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I don't have enough money in my account for my lunch what should I do?

Between 12.45pm and 1.15pm (lunchtime) the person to see is **Mr Bowden** who will be on duty on 'the quad' between Printworks and High Options. He has cash to lend to students who don't have enough for lunch. If Mr Bowden is not on duty then one of the Heads of House or Student Managers in High Options will have the money instead - please ask, don't go hungry!

Why can't I just go overdrawn on my account?

We want to be aware when people are needing to borrow money rather than letting it happen automatically. We also want our Student Services staff to be able to have a chat with you so that they can check things are OK.

Although I have money in my account, the till will not let me buy anything - what has gone wrong?

This is probably because your parents have asked for a daily limit to be put on your account. Although it's a daily limit the day runs from about 1.30pm on one day to the same time the next day. This means that if you spend £1 at 3 o'clock on Monday afternoon, you are using your Tuesday allowance and will have £1 less to spend on Tuesday. If this means you haven't been able to get any lunch, please talk to one of the Heads of House or Student Managers in High Options and they will try to help.

I don't know how much money I've spent or how much I have got left

The High Options staff will normally tell you at the till what you have spent and warn you if your balance is running low, but if they forget it's OK to say "please can you tell me what I've spent and what I have left?". You can also use the "revaluation machine" (on the wall next to the café area) to check your account balance, or go online and check on your Parentpay account. If your parents don't have the details for this, they can email school to ask: parentpay@wilmslowhigh.com

My thumb scan doesn't work on the revaluation machine, or the tills

We can try re-scanning your thumbs and if this doesn't work we can give you a pin code instead. Talk to **Mrs Birch** or **Mrs Simoen** (General Office) or ask at Student Services Reception.

How can I get an alert message to avoid running out of money in my account?

If your parents use Parentpay they can go to "View Communications" on the left and then click on "Change alert settings" (blue button, top right) and set up an e-mail or SMS text alert for when your account balance falls below a certain amount.

My parents have topped up my account but there's still no money there - what has happened?

Although your balance may be credited in the parentpay website, it doesn't come through immediately to the till system. If there's a problem, ask **Mr Bowden** and he will lend you cash to tide you over. Your parents can check that their payment has gone through Parentpay successfully, and if there's a problem they can email school to let us know.

Where has all my Free School Meal allowance gone?

You should get £2.35 per day. Although it's a daily limit the day runs from about 1.30pm on one day to the same time the next day. This means that if you spend £1 at 3 o'clock on Monday afternoon, you are using your Tuesday allowance and will have £1 less to spend on Tuesday. If this means you haven't been able to get any lunch, please talk to one of the Heads of House or Student Managers in High Options and they will try to help.