

ParentPay Guide

Frequently Asked Question

I have lost my letter

Staff and Students, please request another letter from Student Services or Main Reception.

I have forgotten my password

Please click on forgotten password so a link goes to your email address to create new password.

I have put in a wrong email or want to change my email

Please contact ParentPay Support through the [online form](#), they will change this on their system.

I want to withdraw my funds

Follow the guidelines from [ParentPay](#) support.

Money has not been allocated

Please login into your account, check the shopping basket in top right hand corner (sometimes not visible on mobile phone) and allocate to what you want to buy. You can also follow the steps on the [how to pay for items](#) guide.

School Meals refund

The account holder will need to complete and return the [refund form](#) to Caterlink. The school cannot complete or return this form for you.

Overcharged in the Canteen

Speak to the Canteen so they can resolve this.

Other items listed and sold through the school (not canteen, school meals)

Funds are transferred to Barnhill Finance for items such as uniform, trips, books etc. For refunds on these items, please email: enquiries@barnhill.school

Please note:

Money for school meals goes directly to Caterlink's Bank Account. We do not see or have access to these funds, therefore Barnhill Finance have no control to refund the money back.

Caterlink can be contacted by email:
meals@caterlinkltd.co.uk

Please do not give out the Finance email or send the students to the Finance Office. Students need go to Student Services or Main Reception. All forms are hyperlinked and accessible by clicking on the form text.