

Cashless System Refund Policy

In all cases, students are encouraged to plan their top-ups and spending so that their accounts are at a minimum by the time they leave the school. This will help in reducing administration in both the school office and at Innovate Services' Business Support Centre.

Balances less than £5.00 will not be refunded.

ParentPay:

A list of students with remaining balances should be sent via email to Rose Dams (Rose.Dams@innovatefood.co.uk) for refunding via the ParentPay website. These balances will be refunded back to the account from which the original top-up was made. In the event of that card being expired or the account closed, a cheque will be issued by Innovate Services and this will be sent to the school for forwarding on to the parent/guardian.

WorldPay:

A list of students with remaining balances should be sent via email to Rose Dams (Rose.Dams@innovatefood.co.uk) for refunding via the WorldPay website. These balances will be refunded back to the account from which the original top-up was made. In the event of that card being expired or the account closed, a cheque will be issued by Innovate Services and this will be sent to the school for forwarding on to the parent/guardian.

WisePay:

A list comprising full student name, remaining balance and last payment reference number should be sent via email to Rose Dams (Rose.Dams@innovatefood.co.uk). This list will be forwarded to WisePay who will then process the refund. These balances will be refunded back to the account from which the original top-up was made. In the event of that card being expired or the account closed, WisePay will advise Innovate Services and we will have to issue a cheque. The cheque will be sent to the school for forwarding on to the parent/guardian.

sQuid:

Parents/guardians to email sQuid directly (customerservice@squidcard.com) to claim refunds.

ParentMail:

School should email a list comprising full student name, class and remaining balance directly to pluspay@parentmail.co.uk and copy Rose Dams (Rose.Dams@innovatefood.co.uk) on the email. When ParentMail have refunded the value, they will include the school and us on the reply.