



## BREAKFAST AND AFTER SCHOOL CARE

Email: [connectionsclub@chi.rbksch.org](mailto:connectionsclub@chi.rbksch.org)

Telephone: 07745 046121

## Understanding Connections charges on ParentPay

ParentPay holds a 'Balance' for each Connections payment item.

There are four possible payment items. Only the items that apply to your child will show in your ParentPay account under 'Active Payment Items'

- CHI Breakfast Club
- CHI After School Club
- CHJ Breakfast Club
- CHJ After School Club

Within each appropriate Active Payment Item the balance will be shown.

**The balance is a running total of**

- credit we have added to your account for cancelled paid sessions earlier this year
- Plus payments you have made towards this item
- Less fees charged

The balance will remain on the payment item indefinitely and will automatically update when there is a further transaction, for example, another payment made by you or next half term's fees applied by us.

A **positive balance figure shown in BLUE** means you have credit on this item and no payment is required

A **negative balance figure shown in RED** means you need to make a payment. Example below

The screenshot shows the 'Payment items' section of a ParentPay account. A dropdown menu is set to 'Active items'. One item is listed: 'CHI Test Forename - CHI Connections Breakfast Club'. The balance for this item is shown as '-£140.00' in red text, which is circled in red in the original image. To the right of the balance is the amount '£140.00' in red, and a blue 'View' button. Below the item name, there is explanatory text: 'Breakfast Club costs £6 per session. The Balance figure is a running total of credit applied by us plus payments made by you, less fees charged. If the Balance figure is negative, shown in red, you need to make a payment. If the Balance figure is positive, shown in blue you do not need to make a payment. Details on the entries that have been made on your Balance are available to view under Transaction History / Payment History'.

The payment item may also display a default amount per session, £6 for Breakfast Club and £14 for After School Club. This is for information only and will usually not be the amount you need to pay.

If a **red negative Balance** figure is showing, a payment is required and you should pay the appropriate amount via

- a ParentPay payment – click the ‘View’ button (see above) and enter amount
- AND/OR a Childcare Voucher company payment via your voucher account (we will manually adjust the Balance figure later once we have received your payment)
- AND/OR a HMRC Tax Free Childcare payment via your HMRC account (we will manually adjust the Balance figure later once we have received your payment)

For childcare voucher and HMRC payments, you will need the correct reference. Please go to the Connections section of the school webpage and click the Voucher Company References tab

You can find more detail on the entries made on your account in your ParentPay [‘Transaction History’](#)/[‘Payment History’](#).

If you need further help, please email [connectionsclub@chi.rbksch.org](mailto:connectionsclub@chi.rbksch.org)