



3rd April 2025

Dear Parent / Carer

Cashless payment system update

Further to my previous letters on 14th and 21st March, I am writing to offer a further update to parents on the cash balances left behind on squidcard, our old cashless payment system.

Parents will recall that these old balances had migrated over to the canteen tills, but the money had not, resulting in a situation where children were able to spend money in the canteen which did not actually exist on parentpay. The school was potentially liable to make up the shortfall.

In response to the substantial criticism squidcard have faced from schools and parents nationally over their refunds policy, squidcard have now offered to transfer all remaining outstanding balances to schools at no cost. Vyners School has accepted this proposal.

The process will now be as follows:

Parents who were unable to obtain any refund from squidcard will now be able to keep the historic balance that has moved over on their child(ren)'s catering account.

Parents who have not yet requested a refund, but had a historic balance of over £10 are instructed not to request a refund from squidcard. You will be able to keep this balance in full.

If you have already requested a refund from squidcard, this process cannot be reversed. Squidcard have offered to return the £10 administration charge you have already paid as a gesture of goodwill. However, as the historic money on the system will have been paid to you, we will be deducting this balance from your child's account in school. Please keep an eye on your child's catering balance, as there is likely to be a sudden reduction in the money they have available for canteen purchases when this adjustment takes place.

Can I extend my thanks for all the parents who have taken the time to update me on their experiences. They have all been incredibly helpful. I wish you all a peaceful and restful Easter break.

Yours sincerely

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