



## Transferring Funds onto a Cashless Card

Funds can be loaded onto pupils' cards in one of two ways:

1. **By cash or cheque handed in to the College Office.** Cheques should be made payable to Elizabeth College with 'College Number/Meals' written on the back of the cheque.
2. **By Bank Transfer to The Gatehouse's own bank account** (separate from the main College Account). The bank details are:

Bank:	National Westminster, High Street, St Peter Port
Sort Code:	60-09-20
Account Number:	74330845
Account Name:	Elizabeth College Catering Account
Ref:	College Number/Meals

***Please quote the College Number on all transactions to avoid delays in applying funds to the Cashless Card.***

## Frequently Asked Questions

Q: *How can I check the balance on my son's card?*

A: Each time your son visits The Gatehouse he will receive a receipt. At the bottom of the receipt it shows the balance carried forward and available to spend.

Q: *Can I control the daily spend on my son's card?*

A: Yes. Please complete the [New Card & Spending Limit Application Form](#) detailing the daily limit you require and a limit will be put in place on your son's account.

Q: *What if I forget to top up the card and my son runs out of credit?*

A: Each card has an overdraft facility based on 5 times their daily limit, up to a maximum of £25. This allows them to continue purchasing their lunch whilst the card is being topped up. However, once the overdraft limit is reached the card is automatically disabled until the card is topped up.

Q: *My son often loses things. What if he loses his card?*

A: If a pupil loses a card they should immediately notify the College Office who will put a stop on the card. The College Office will issue them with a replacement card and transfer the balance to the new card. Mislaid cards are replaced free of charge the first time, but a charge of £5 is made thereafter to cover the cost of the replacement card.

Q: *Can my son's card be used by another pupil if it is lost?*

A: As soon as the College Office is informed of a lost card, a stop is put on that card. In addition, a photo of the pupil is displayed when a card is swiped by The Gatehouse staff as an additional security measure.

Q: *What happens when my son leaves school at the end of the year?*

A: The balance on the card should be run down as much as possible. If a balance remains on the card a refund cheque can be issued. An invoice will be raised for any overdraft balances.

Q: *Can my son use cash to purchase his meals?*

A: Cash can be used to top up his card at the College Office, but will not be accepted in The Gatehouse itself.

Q: *Can my son still bring his packed lunch?*

A: All pupils are welcome to bring their own packed lunches from home. However, we hope parents will be supportive of this additional facility offered by College and allow their sons to use The Gatehouse, at least on occasion, if not more frequently.