



The
Ladies' College
Guernsey

In response to popular demand we are delighted to announce the launch of our new **CASHLESS CARD** facility to be used in our refectory, The Core. This will commence from the beginning of the Michaelmas term in September 2018.

To activate your daughter's card, you need to complete the Cashless Card Application Form and transfer sufficient funds to the account details specified. All information on how this works is detailed on this flyer. We are happy to receive completed application forms and payment from now onwards.

If you have any additional questions or queries, please do not hesitate to get in touch with the Bursar's Office.



HOW IT WORKS

Funds can be loaded onto a student's card in one of two ways:

1. By **cheque** handed into the College Reception.

Cheques should be made payable to "**The Ladies' College re: The Core**" with your **Surname/Core** written on the back of the cheque.

2. By **Bank transfer** to The Core's own bank account (separate from the main College Account).

The bank details as shown below:

Bank:	National Westminster, High Street, St Peter Port, Guernsey
Sort Code:	60-09-20
Account Name:	The Ladies' College re: The Core
Account Number:	74634348
Reference:	Surname/Core



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FREQUENTLY ASKED QUESTIONS

How can I check the balance on my daughter's card?

Each time your daughter visits The Core, she will receive a receipt. At the bottom of the receipt it shows the opening cash balance and closing cash balance which is available to spend.

How much money should I put on my daughter's card?

The amount to be loaded on your daughter's card can be any amount you wish but we would ask that it is in multiples of £10. As a guide, a main meal is currently £3.10 with a sweet or fruit option at £1. Breaktime snacks can cost between £1 and £1.50 and drinks range between 60p and £1.40. If you are looking to add sufficient for a term or half-term, the Michaelmas Term is approximately 13 weeks long, the Lent Term 12 weeks and the Trinity Term 11 weeks.

Can I control the daily spend on my daughter's card?

Yes – Please complete the new card and spending limit application form choosing a daily spend of £7 or an unlimited amount.

What if I forgot to top up the card and my daughter runs out of credit?

Each card has an overdraft facility up to a maximum of £25. This allows your daughter 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 it is topped up. We do request that the card is topped up immediately and not left to go into the overdraft facility.

My daughter often loses things. What if she loses her card?

If a student loses their card, they should immediately notify the College Bursar's Office who will put a stop on the card. The College Bursar's Office will issue them 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 costs of the replacement card.

Can my daughter's card be used by another student if it is lost?

As soon as the College Bursar's Office is informed of a lost card, a stop is put on that card.

What happens when my daughter leaves school at the end of the year?

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

Can my daughter use cash to purchase her meals?

Cash can be used to top up a card at the College Bursar's Office and will be accepted in The Core until Michaelmas 2018 half term (Friday 26th October).