How to make a withdrawal from your Parent Account

Parent Account enables you to use your available funds for any child associated with your account, for any school or organisation that they are linked to. On occasion, it may be necessary for you to withdraw funds from your balance, such as when you no longer have children at an eligible ParentPay school.

To withdraw money from your account:

1. Navigate to www.parentpay.com and log in
2. Navigate to the Parent Account tab
3. You will now see your Statement
4. At the end of the statement summary, select the Withdraw link
5. Enter an amount between the minimum and maximum shown
6. Select Make withdrawal
7. Confirm the details of the withdrawal and select Yes or No (as appropriate)
8. You will receive a withdrawal confirmation message
NOTE: if the withdrawal will result in amounts being settled to different payment sources, the confirm withdrawal notification will show this. If you require further information on why the withdrawal is being refunded to multiple cards, you can click on the Why is my withdrawal going to multiple cards? link for further advice.

NOTE: if the withdrawal request is declined, an error message will appear informing you that the system has been unable to process the withdrawal and will prompt you contact ParentPay support.

NOTE: you are able to withdraw any Parent Account funds up to the value currently held in your balance (minimum withdrawal £2.00). Our procedures may require us to carry out various checks to prevent fraud before we can process your withdrawal request. Most withdrawals are processed immediately, however, funds can take up to 10 days to appear on your account.

NOTE: you are limited to 3 withdrawal attempts within a 3 month period.

NOTE: withdrawn funds will always be sent back to the originating payment card

NOTE: it is not possible to withdraw funds that have been paid via a manual service i.e. cash / cheque / voucher / PayPoint. You will need to seek advice from the school in order to request this refund.

NOTE: this process only allows refunds from your Parent Account balance. For money that you have paid to a school or organisation, you will first need to arrange a refund before you can process a withdrawal request for the money returned.