



The  
Ladies' College  
Guernsey

**Welcome to the Cashless Card facility that enables you to purchase food in our College refectory, The Core.**

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.

If you have any additional questions or queries, please do not hesitate to get in touch with the Bursar's Office or by email at [corecard@ladiescollege.ac.gg](mailto:corecard@ladiescollege.ac.gg)

We look forward to seeing your daughter in The Core soon.

### **Elizabeth Bridge**

Vice Principal, Bursar & Clerk to the Governors



## **HOW IT WORKS**

Funds can be loaded onto a student's card by **Bank transfer** to The Core's own bank account (separate from the main College Account).

The bank details as shown below:

<b>Bank:</b>	National Westminster, High Street, St Peter Port,
<b>Sort Code:</b>	Guernsey 60-09-20
<b>Account Name:</b>	The Ladies' College re: The Core
<b>Account Number:</b>	74634348
<b>Reference:</b>	Initial plus 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. The bottom of the receipt 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 £4.10 with a sweet or fruit option from £1.40. Breaktime snacks can cost between £0.80 and £1.80 and drinks range between 80p and £1.30. If you are looking to add sufficient funds 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 the card?**

Yes – Please complete the new card & spending limit application form choosing a daily spend of £8.50 or an unlimited amount.

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

We would ask you to top up as soon as possible but we will never let a student go without lunch. They should go to the Bursar's office and will be issued with a voucher which will allow them to purchase a meal from the Core. The amount spent will be added to the student's Core card account.

The account balance and the amount available to spend is detailed on the till receipts and students can also ask at the till or in Bursars' Office.

### **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 child leaves college?**

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

### **Can my daughter use cash to purchase her meals?**

Cash is no longer accepted within the Core.