

Terms and conditions for the use of the School Spider Payment System

By using the School Spider Payment System you are agreeing to the following Terms & Conditions.

Fees for using the School Spider Payment System

The fee is 3% per transaction for all transactions. This can be managed in either of the following ways:

- a) Paid by the school; this 3% will be deducted automatically in your administration area when you export your orders. For example an order of £10 will cost the user £10, and the school would receive £9.70 of this.

- b) Paid by the parent; this 3% will be added on during the checkout process and will be completely transparent to the user. For example an order of £10 will cost the user £10.30 and the school would receive £10 of this.

Export of funds

Funds can be exported to your chosen bank account a maximum of once per week. This export will include all funds paid through the School Spider Payment System for both refunded and non refunded items. All orders exported must be completed in the administration area.

Your chosen email address will be notified when the exported funds have been transferred, and the funds will move to your account within 3-5 working days.

Delivery of products and services

Delivery of all products and services is the sole responsibility of the School. School Spider is just the payment handler and has no role in the delivery of products and services to the parent.

Card Data

School Spider does not hold any card details inserted by the parent during the checkout and payment process. All our payments are processed by First Data Ltd who are fully regulated. All of their terms and conditions can be found here: <https://www.firstdata.com>

Refunds

The school is completely responsible for refunds to the user and how it decides to process these refunds. All items paid for through the School Spider Payment System will be subject to the fee of use, including refunded items. Funds for refunded items are included in the completed orders export.



Bank Account

You may attach 2 bank accounts to receive the funds exported from the School Spider Payment System. These may be changed by following our secure method, please email support@schoolspider.co.uk to start this change.