

	<i>Meeting (No)</i>	Extraordinary Market & Town Hall Committee (5)	
	<i>Date</i>	01 November 2022	
	<i>Document</i>		<i>Ref No</i>
	Zettle card payments		MTH5/59

Background

Neston Town Council have been using the Zettle card payment system without issue for over 2 years, to collect cashless pitch frees from our market traders.

Zettle have informed that we are in breach of their terms and conditions as we need to be a ltd company, sole trader or charity to have an account and that they cannot change it from the current sole trader, which is what Zettle originally advised to use for our set up, so it'll be closed down.

The Town Council have contacted Zettle on several occasions with queries and it was never hidden to Zettle, the purpose of the system for us. It is unclear why and how this situation has occurred.

Resolution

Both myself and our IT consultant have contacted Zettle on several occasions over the past week to try to find a resolution to this situation, however unfortunately no solution can be agreed and as a result Zettle will be deleting our account imminently.

Backups of all data have been taken for future reference and a process of finding a suitable replacement is in progress.

Nicky McMahon

Senior Market & Support Co-ordinator