



Dear Parents/Carers

As you may be aware, we are currently experiencing issues with our canteen till system because it is not 'talking' to Parentpay. This means that the dinner money balances which parents see on Parentpay do not include lunches purchased by students since 10th May. Therefore, the majority of dinner money accounts appear to be higher than they actually are and are slipping into debt without parents being aware. We apologise for any inconvenience this has already caused.

The Academy was due to have a new till system installed next half term anyway, but this has been brought forwards to 13th June, at which point the issues should be resolved.

Until then, pupils will be informed at the till if their account is in debt, in order that this message can be passed on to parents, but they **will not** be refused a dinner. Please can we encourage parents to check if this message has been given, and top up on Parentpay in order to avoid a debt balance building up which will have to be cleared at a later date.

When the new till system is installed on 13th June, Parentpay will update to correctly reflect all money put onto dinner money accounts and all money spent. This is likely to result in a number of accounts being in a debt position. We request that all account debts are settled by Thursday 20th June, at which point the canteen staff will be unable to serve any pupil whose account remains in debt. This gives all parents one week's grace period to top up their accounts before dinners will be refused.

We appreciate your support and patience with this matter, and if you have any queries regarding your child's dinner money balance, please contact our Kitchen Manager, Jade Pinder, who will try to help.

Yours faithfully

Becky Guest
Finance Manager