

05/10/2020

Dear Parent

Payment System in the Canteen and School Shop

You will be aware of the ICT issues the School has faced during the first few weeks of term which have amongst other things impacted the Payment System in the Canteen and School Shop. Some of you have raised queries that your son did not purchase certain items on the precise days which are showing on your ParentPay account. Unfortunately, the system does not allow us to enter the date on which these items were bought, therefore it may appear that your son has had more than his fair share on one day! We can assure you that all transactions have been processed in good faith.

We can confirm that all food and drink bought from the Canteen have now been entered onto your ParentPay account. However, please could you note that if your son has purchased items from the School Shop, these have not all been entered onto ParentPay yet. We hope to have these completed shortly. Unlike the Canteen, the School Shop does not allow purchases when an account has a negative balance. This means that your son is only able to buy things once the account is topped up and any negative amounts cleared.

With apologies for the inconvenience this has caused.

Danielle Iacofano
Finance Manager