

Dear Parent/Carer

### Changes to payments for outstanding ParentPay balances

With effect from **8<sup>th</sup> January 2019**, Shire Catering Services will be changing the method in which outstanding balances are collected in ParentPay in line with their procedures in other schools.

This change means that if your child has insufficient funds on ParentPay to pay for their lunch, they will be provided with a meal on account. The value of the lunch items will then be automatically deducted from any money that is subsequently paid into ParentPay or entered into the re-val unit in school. For example, if a child has had a lunch that has made their account overdrawn by £2.30, the next payment will have that amount automatically taken off (e.g. a £10.00 payment would leave £7.70 in the child's account).

Please note that Shire Catering will only allow an account to be overdrawn up to the cost of 2 lunches (£4.60). This credit will not be available at breakfast or break time.

Please remember that there is a spending limit of £5.00 per day, per child, which is sufficient for children to purchase items at breakfast, break time and also at lunch time. However, please remind your child that they should only purchase items for themselves.

If you have any existing unpaid lunch notifications in ParentPay, please ensure these are paid by 8<sup>th</sup> January 2019. Any outstanding notifications for lunch payments will automatically be transferred over to the new process on 8<sup>th</sup> January 2019 and any unpaid items will show as a debit on your account.

Unless your child is in receipt of free school meals, it is your responsibility to ensure your child has money to purchase lunch or is provided with a packed lunch. If you think your child may be entitled to free school meals, please contact the school.

If you have any queries about these changes, please contact Mrs Wigg in the school office.

Yours sincerely



Ms N Beech FRSA  
Principal

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