

Dear Parent / Carer

The issues we have had with our new cashless catering system are now resolved and over half term all balances should reconcile and show correctly on your Parentpay accounts. Further details on our catering service, including sample menus and prices can be found on our website at <https://www.clrchs.co.uk/wp-content/uploads/2020/10/Menu-for-website-Oct-9-2020.pdf>

You may find your account is now in debit due to your having been unable to see the correct balance, for which we apologise. Please clear any arrears as soon as possible, and contact school if this is a problem.

There are two things to be aware of: when money is paid into Parentpay, it tops up your account, but then needs to be allocated to meals by selecting the Pay for Items button on your home page, and then selecting lunch payments. Secondly, there is a delay between paying into Parentpay and the payment appearing at the tills, so please try to pay into your account at least the day before your child will need to spend the funds, to ensure it has arrived.

The link below will answer queries you may have about using Parentpay <https://www.parentpay.com/parent-account-faqs/>

Mr A Bridson
Headteacher