



Haygrove School

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www.haygroveschool.co.uk

Headteacher – Mrs K Canham, BA (Hons), MA



25th April 2017

Our Ref:T:\WP\Pastoral\Finance\Online Payments for School Meals.doc

Dear Parent/Guardian

Online Payments for School Meals

As you will be aware we have recently changed our catering contractor and during the transition period we experienced technical problems with the online payments system. Unfortunately these issues are ongoing and I would ask that you bear with us at this time whilst our software provider works to rectify this issue.

If you have experienced problems with your online payment, please send a copy of your Worldpay receipt to the Finance Office 506haygroveschool-financeoffice@educ.somerset.gov.uk. We will forward your receipt to our software company for manual processing.

In the meantime, the cash machines based around the school are not affected so your child can still top up their account by this method. However, the catering company has agreed that if you are one of the families affected by this, your child will be allowed meals until this has been resolved. I apologise for any inconvenience this has caused.

Yours faithfully

T Coulson – Mrs
Finance Officer



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