



Alban City School
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11th October 2017

Dear Parents,

This letter is to inform you about important changes to the payment arrangements for school meals. From Tuesday 31st October 2017 all meals must be paid for in advance.

No further invoice letters will be issued on a half termly basis nor any reminder letters about payment.

You will only receive communication from us by text or phone if your account is in debt. Below is a breakdown of information that will assist with the transition:

1. All outstanding money **MUST** be cleared before this date in order for your child to continue having school meals. Anyone who does not have a **positive balance** as of Tuesday 31st October will be expected to send their child to school with **a packed lunch** on that date and thereafter until any outstanding balance is cleared and credit added to your account.
2. Going forward you will need to make payments online via the School Gateway system and make sure that you keep your child's lunch account 'topped up'. Our preferred option is for you to make one payment on the first day of the half term, but you may make more frequent smaller payments subject to a minimum top up of £15.00. A school dinner costs £2.30 per day which should help you with your calculations depending on how many times your child has meals.
3. Your child's lunch account will always need to be **in credit** (i.e. not have a negative balance shown) and this will be checked daily at 9.30am. Any children who do not have credit on their lunch account **will not be able to take a school meal** and they must bring a packed lunch until credit is added to their account.
4. You will receive a text message if your account is not in credit.
5. If money is not added by **9.30am on the morning your child is down to have a school meal** we will expect you to have sent them with a packed lunch. Even if payment is made on that day but after 9.30am they will be unable to have a school meal until the following day.
6. You can access your child's account by downloading the School Gateway app to your phone which means you will always have access and be able to top up. If you do not have a school gateway account, please follow these instructions to set one up:

- Please download the School Gateway app for your phone or access the School Gateway through the following link- <https://login.schoolgateway.com/0/auth/login>
 - You will then need to register for School Gateway with the same email address and mobile phone number that the school has stored for you. Please note that if two parents are sharing an email address only one of them can use that email to register for School Gateway.
 - Once registered you will be sent a four-digit PIN which you will need to use to login. This PIN will be sent to the mobile phone number which you have registered.
7. If you do not have a smartphone then you can still access the School Gateway on a computer and make payment through the following link:
<https://login.schoolgateway.com/0/auth/login>
 8. If you are unable to access School Gateway via your phone or a computer, then you must contact Miss Cockerton in the school office **BEFORE** our new system comes into effect and she will discuss an alternative method of payment.

We hope that this new system will ease the amount of time spent in the office chasing outstanding lunch payments. Please bear with us if there are any teething problems while the new system is established.

Your sincerely

Mrs J Goddard
Headteacher