3rd September 2025

Dear Parents/Carers,

Catering Update - ParentPay Balances

Over the summer we introduced a new till system provided by LunchClub to improve the speed and accuracy of payments. Unfortunately, there have been some technical issues between LunchClub and ParentPay which mean balances shown on ParentPay may not currently be accurate.

You may notice that transactions from the start of term are processed together over the coming days. This could result in a temporary negative balance if there are insufficient funds in your ParentPay account, so we kindly ask you to top up where needed.

We apologise for any inconvenience and thank you for your patience while LunchClub resolves these issues. We are confident the system will soon be running smoothly for everyone.

Kind regards,
LwLAT Catering