



Headteacher : Dr Simon Letman BA, MA, EdD

Deputy Head : Nicola Shelley

17<sup>th</sup> January 2017

Dear Parent / Carer,

## Cashless catering important information re loading your child's account.

Further to our letters regarding the new cashless catering system, we can now confirm the details for making online payments to your child's account through the 'School Gateway' service.

With this service you will be able to make payments via the School Gateway smartphone app or website. You will also be able to view school meal balances and top them up at any time.

Students will not be able to use cash to pay for their food after Tuesday 7<sup>th</sup> February. From **Wednesday 8<sup>th</sup> February** as long as funds have been added to their account, students will be able to use either their fingerprint or a PIN number to pay for food. It is therefore important that the accounts are set up and loaded as soon as possible.

## What you need to do now

**Download the app:** If you have a smartphone, please download School Gateway from your app store (Android and iPhone). The app shows the same information as the website plus you can send app messages to the school for free.

Or

**Visit the website:** [www.schoolgateway.com](http://www.schoolgateway.com) and click on 'New User'. You will receive a text message with a PIN number. Use this PIN to login to School Gateway. A link to School Gateway can also be found on the Home page of the Academy website under 'Quick Links'.

If you are having trouble logging in, it may be because the school does not have your current email and mobile phone number on record. Please contact the school office and we will update the details on our system.

We hope that you will find School Gateway to be a fast and easy way to pay for your child's food.

## How much money can I load via the SchoolGateway?

The minimum load will be set at £12.00.

We recommend the following as a guide based on buying a meal deal at lunch, snack and drink at break (approximately £4.00 per day);

Period	Cost
Daily	£4
Weekly	£20
Monthly (9 months)	£85
Half Term	£130
Term	£260

Ipswich Road, Holbrook, Ipswich, Suffolk, IP9 2QX.

Tel: 01473 328317 Fax: 01473 327362 Email: [office@holbrookacademy.org](mailto:office@holbrookacademy.org)

Website: [www.holbrookacademy.org](http://www.holbrookacademy.org)

Company Number 07654882

### **How much can my child spend?**

The school's global maximum spend per day is **£5.00**.

However, as a parent, you can request a higher or lower limit by writing to the school.

### **How will free school meals work?**

For students on Free School Meals, we will set their account to allow a meal of £2.30 per day to be taken at lunchtime (this cannot be accumulated by not taking a meal from one day to the next).

If your child is on FSM but usually also spends a small amount of money for a snack and/or drink, then you will need to top up their account in advance by a minimum amount of £12.00.

### **What happens if I forget to load their account or give them any money?**

We will set the system to allow a small overspend if an account does not have enough to cover a meal. However, this will only be for that particular day and the following day the account must have been topped up.

In the event there are insufficient funds available, the school will endeavour to contact parents to advise them of this and allow 24 hours to top up the account.

If you have any queries, please contact Mrs Rogers in the Finance Office.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Simon Letman', with a horizontal line underneath the name.

Dr Simon Letman