



3 March 2020

Dear Parent/Carer,

The Academy has been experiencing issues with the link between the online payment system and the catering system. Currently money topped up online is moving to the catering system, but information about the food your child purchases is not being passed back to the online payment system. As a result, the balance that you will see for school meals on the online payment system is not currently the balance that is showing on your child's food account when they purchase food. The balance that you see online will be higher than the balance your child has on the catering system.

The Academy is working with the providers of these systems to resolve the issues and we will contact you when this has been completed. In the meantime, please note the following;

- If the students don't appear to have enough money on their account, they will still be able to purchase food. A note will be taken about what they have bought and this will be added to their account in due course.
- Students are able to top up their account with cash in school using the re-valuation machine situated in the Hub.
- Students are able to check their balance using the re-valuation machine situated in the Hub.
- Students have been issued with new PIN numbers to access their accounts. Biometric re-registration, for those whom the Academy has received permission for, will occur soon.

If you have any queries regarding this, please contact finance@thebourneacademy.com

Thank you.

Catherine Turner

Business Director

Principal: Mr Mark Avoth

The Bourne Academy, Hadow Road, Bournemouth, BH10 5HS | Tel. 01202 528554 | admin@thebourneacademy.com

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