



6 March 2020

Dear Parent/Carer,

The link between the online payment system and the cashless catering has been fixed and you should now start to see information about the food your child has purchased over the last 2 weeks coming through.

Over the last 2 weeks there have been a number of students that haven't appeared to have enough money on their school meal accounts to purchase their food. This was due to the link between the online payment system and the cashless catering system not working. As previously emailed to you, the Academy has been allowing these students to take food and making a note of what has been bought. These purchases now have to be put onto the catering system to allow our caterers to keep their systems up to date. This will be happening over the next week for the affected students. Unfortunately we can not change the date on the catering system when we make these adjustments and so it may appear that your child has bought a lot of food on one day.

Please do keep an eye on your child's school meal balance to ensure that they have enough money to purchase their food. If any child does not have enough money on their account to buy food that day, due to these ongoing adjustments, we will allow the students to purchase their food, but take a note and adjust their account later.

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

Thank you.

Catherine Turner

Business Director

Principal: Mr Mark Avoth

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