



Friday 10th September

Reference: ParentPay Link to Cashless Catering System

Dear Parent

Over the summer break the cashless catering system was upgraded which included new tills, ParentPay and a much more efficient operating system. One of the key requirements, once the systems had been installed, was the full integration with ParentPay. This upgrade was something that Mitie and its partners believe will have an immediate positive impact in school life, offer reassurance to parents and provide an additional level of safeguarding to students.

Mitie commissioned Cunninghams; a market leader in cashless catering operating systems in the UK to manage the install. However, many parents will be aware of a delay in the activation of the link between ParentPay and the cashless system. Cunninghams are regretful that their upgrade was not completed satisfactorily by the start of term and Mitie take this opportunity to pass this sentiment on.

Mitie and Cunninghams have worked in partnership to provide this additional service to parents and the ParentPay link to the cashless system has been activated on Friday 10th September.

Mitie thank Chartwells and school staff for their support in this matter throughout and thank parents for their patience