9 February 2018

Dear Parents and Carers

**Student Catering Accounts**

We have reviewed our processes and procedures regarding student catering accounts.

Currently, if your son/daughter wishes to buy food from the Dining Hall but has insufficient credit on their catering account, a coloured ticket is issued on request at the Bursars Office which is accepted by the catering staff. These tickets are subsequently processed on to your son/daughter’s account.

This process has the effect of delaying the recording of these meals which may prove confusing when reviewing the account, particularly if tickets accumulate before funds are provided.

To improve the process and ensure a timely record of meals taken is provided to you via Scopay, the following system will be used immediately after half term.

In the event your son/daughter has no credit on their catering account the Bursars Office will provide your son/daughter, on request, with an overdraft of £3 per day with a maximum overdraft facility of £6. This will therefore allow 2 meals to be taken where there is no credit on the account before meals will be declined due to lack of funds. Therefore, if your son/daughter requests an overdraft facility on more than 2 occasions in a week before funds are provided, we will contact you and request that the overdraft is cleared immediately.

In any event, you are requested to clear an overdrawn balance by the end of each week. Please note, that once the account is topped up, any overdraft will be cleared first. Until the overdraft is cleared your son/daughter will need to bring in a packed lunch.

To avoid your son/daughter needing to request an overdraft it would be beneficial if you would check your child’s catering balance each weekend to ensure that it is in credit for the following week.

If your son/daughter’s account is currently in overdraft, we would be grateful if you could ensure that the balance is settled by **Sunday 18 February 2018**. You can check the balance of your son/daughter’s account by using Scopay. Any outstanding coloured tickets will be processed to your account over half term.
We will be implementing this new procedure from **Monday 19 February 2018** and therefore it is imperative that your son/daughter’s account is in credit after the half term break.

Yours sincerely

Mr D Wilson
Director of Finance and Resources