



Executive Headteacher: Mr Duncan Spalding

Head of School: Mr Jamie Olney

Bure Valley School

Hungate Street

Aylsham

Norfolk NR11 6JZ

Tel: 01263 733393

Fax: 01263 732217

Email: office@burevalley.norfolk.sch.uk

19th July 2017

Dear Parent / Carer,

Parent Pay

General Advice for Parent Pay Users

Thank you to everyone who has wholeheartedly embraced the idea of Parent Pay. We are happy to support anyone who is still having difficulties with this system but hope that the following information will help to iron out any problems that you may still be experiencing. A user guide is also now available on the BVS website.

It may be helpful to clarify that money loaded onto Parent Pay must also be allocated to an item on the system in order for a booking to take effect.

Lunches

If there is a problem with an order or payment for lunch we will always do our best to ensure that no child goes hungry. It is your responsibility however, as parents and carers, to ensure that your child understands when they are / are not supposed to order a lunch. If, in an emergency, your child has had to order a lunch for which there is no -prepayment we will send you a slip to notify you that this is the case. We may also need to discuss with you what will happen with future lunches should this reoccur. Where debts for lunch remain unpaid then you may receive notification that we expect you to provide your child with a packed lunch until such time as this debt is cleared.

Snacks and Lunchtime Drinks

From September 2017 snacks available at morning break will be restricted to one per child. 50 pence will buy your child one small drink and one food item. If you feel that your child has a greater nutritional need than this can cater for, then you are very welcome to supply an additional snack for your child from home.

Lunch time drinks will be restricted to one per child at a cost of 50 pence per drink. This is not included in the school lunch price of £2.20 but is an additional charge. Water is always available free of charge.

Where debts for snacks and drinks remain unpaid then you may receive notification that we expect you to provide your child with a snack from home until such time as this debt is cleared.



Breakfast and Tea Club Bookings

We need to ensure the safety of your child at all times when they are on Bure Valley School premises. Our breakfast and tea club staff are extremely vigilant about ensuring that non-attendance for children they are expecting is followed up, so we need to know when to expect your child's arrival for these sessions. Booking through Parent Pay allows us to produce a register in advance of the session which enables this register check to happen as quickly and efficiently as possible.

We will guarantee a space for your child at any session provided booking and payment has been made in advance of the session. Managing your bookings in this way also ensures that debt is not accumulated for these sessions. Where debts for breakfast and tea club sessions remain unpaid then you may receive notification that we expect you to refrain from using this service until such time as this debt is cleared.

From September 2017 we will no longer accept children arriving for breakfast and tea club without these sessions first being booked and paid for via Parent Pay. Children arriving without booking and payment will be asked to wait in the foyer. You may expect a telephone call from a member of staff if this is the case.

Session descriptions and charges for bookable items / sessions

Please read these carefully because descriptions on Parent Pay (in brackets) do not always match the BVS description.

Item / Session	Cost	Availability & Booking
Breakfast Club (Breakfast)	£3.25 per child	Available from 7:30-8:30am Booked before midnight on the preceding day
Lunch (Bookable School Meals)	£2.20 per meal	Booked before 9:30am the day the meal is required
Lunchtime drink (Morning)	£0.50 per drink	Booked before 9:30am the day the meal is required
Tea Club 1 (Afternoon)	£3.50 per child	Available from 3:15-4:30pm Booked before 12:00 noon on the day itself
Tea Club 2 (After School)	£3.75 per child	Available from 4:30-6:00pm Booked before 12:00 noon on the day itself

Yours sincerely

Mr J Olney
Head of School

