



## Harrow Way Community School

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Headteacher: Mr C Currie      Acting Headteacher: Mr M Warren

21 October 2011

Dear Parent

Now that the basic cashless catering system has been running successfully since September I should like to thank all those parents for returning the fingerprint authorisation slips and for supporting the scheme.

With half a term's experience behind us this is perhaps an appropriate time to clarify some of the points which have arisen.

1. It should be emphasised that it is not too late for any student to join the scheme. There is a copy of the necessary authorisation reply slip on the reverse of this letter for anyone who still requires it. To ensure strict compliance with data protection regulations and to ensure that all parties are making informed decisions we will always request your written authorisation before we will enrol your children into the scheme.
2. At present the term "cashless" refers to the point of sale only, where no money changes hands. It is currently more accurately described as a prepayment system, where students credit their accounts in advance of using the break time or dining facilities. Later this year it will become possible for parents to make payments online. For those choosing to use that option the system will become genuinely "cashless".
3. Until online payments can be made the school will continue to welcome payments by cheque (payable to Harrow Way Community School). School staff will then credit the user's account.
4. The school is unable to provide change, not least because it is impossible to ascertain whether parents actually intended that the whole amount should be credited to the catering account.
5. Some parents have expressed concerns about their children potentially having unrestricted spending in the dining room. You are reminded that you can set a daily spending limit simply by informing the Finance Office of the limit you wish to set. The default limit is set at £5.00 per day. Prices are clearly displayed at the point of sale and may also be viewed without a secure login on the school's VLE at:  
<http://vle.harrowway.hants.sch.uk/file.php/149/Tariff.pdf>

As previously, if any parents or students have any questions, concerns or comments regarding this new system, please do not hesitate to contact Mr T Parsons (Deputy Headteacher) at school during the day, or by e-mail at [tony.parsons@harrowway.hants.sch.uk](mailto:tony.parsons@harrowway.hants.sch.uk), who will be able to address any concerns or refer them on to our suppliers.

Yours faithfully

**Mr M Warren**  
**Acting Headteacher**



**"Learning for life – success for all"**



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**CASHLESS CATERING REPLY SLIP**

**Please return to Mrs D Burton (Finance Office) if you have not yet joined the scheme and you now wish to do so.**

Student's name \_\_\_\_\_ Tutor Group \_\_\_\_\_

I have received and understood the letter overleaf regarding the fingertip cashless catering system in use at Harrow Way Community School and I give consent for my child to be enrolled into the Trust-e system.

My child is a regular user of the school catering service, therefore I also enclose a cheque/cash (please delete as appropriate) amount in the sum of £\_\_\_\_\_ to provide an initial balance for my child's account.

Name of Parent (Please print): \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**For Office Use Only:** Received by:  
Entered onto