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24th August 2021

Dear Parents / Carers,

Year 7 Parentpay Account for school lunches

We are aware of an issue with ParentPay and topping up your child's account. Unfortunately, the ParentPay system and our own attendance system can only talk to each other on the first day of term, this means ParentPay currently doesn't recognise that your child is starting at Roundhill at the moment. We are confident that this will mean that should you wish to top up you can do so from 08.15am on Wednesday 25th August providing you have used the activation code that was issued along with the letter informing which tutor group your child is in. For peace of mind, it may be best to send your child with a packed lunch. Please note that this doesn't affect any child receiving Free School Meals.

We apologise for the frustration with this, thank you for your ongoing support and we will update you tomorrow as soon as we know that the systems have connected

Kind regards

Tom Westwood
Head of Year 7