



Ref: NKE/JWA – 0424.01LS

10 April 2024

Dear Parents/Carers

### **New Payment System in the Canteen**

I am writing to inform you of some initial difficulties we have encountered with the implementation of our new payment system in the school canteen. The primary cause of these issues has been technical in nature and despite our thorough testing and preparation, unforeseen technical challenges have arisen that have impacted the functionality of the new payment system.

Please rest assured that we are actively working to resolve this problem. In the meantime, and to effectively address the issue, we have extended and staggered break and lunch times to allow for the service to run as efficiently as possible.

Additionally, we have identified that some students have not yet had their biometric data recorded, which has further hindered the efficiency of our service. Biometric data, specifically fingerprints, plays a crucial role in streamlining the payment process and reducing waiting times. Therefore, we kindly request your cooperation in granting permission for your child's fingerprints to be recorded if you haven't already done so. This will greatly help us in providing quicker and more efficient service for all students.

Thank you for your understanding, patience, and cooperation as we work through these initial challenges.

If you have any further questions or concerns, or would like more information regarding biometric permissions, please do not hesitate to contact the Academy.

Kind regards

Noel Kennedy  
Principal