



29th September 2026

Dear Parents and Carers,

We would like to make you aware of an issue that has been identified with the data transfer between the catering provider's till system (VeriCool) and Arbor Pay.

We have been informed that there can be a delay between transactions made at the catering tills and the balance displayed on Arbor. As a result, the balance shown on Arbor may not always immediately reflect your child's actual catering account balance.

We understand the frustration this may cause for families, and we are actively working with both VeriCool and Arbor to investigate the issue and implement a resolution as quickly as possible.

If you are experiencing any difficulties as a result of this issue, please contact us via **Talk with The Albion Academy** [Talk with The Albion Academy](#) | [Contact Us](#) | [The Albion Academy](#). This will allow us to review the matter, raise any necessary queries with the providers, and support you in resolving the issue.

Thank you for your patience and understanding while the system providers work to address this matter.

Kind regards,

Mathew Rogers

Principal

Georgia Gardiner

Head of School

Principal Mr M Rogers

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