



**Fagl Lane, Hope,  
Flintshire, LL12 9PY  
Head/Pennaeth: Mr C. Ellis  
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18<sup>th</sup> February, 2025

Dear Parent/Carer,

I would like to address the recent challenges we've experienced with our new payment system provided by Newydd, our catering partner. Unfortunately, technical difficulties arose yesterday, preventing accurate processing of payments and causing some parents to encounter issues accessing their accounts.

As a result, some students may now find themselves in arrears as they were granted an overdraft facility. Newydd has assured me that the system is now functioning correctly, and we sincerely apologise for any inconvenience this situation may have caused. We appreciate your understanding during this time and we kindly request that you review your account and make any necessary 'catch-up' payments to clear any outstanding balances at your earliest convenience.

Apologies again and thank you for your cooperation

Mr Colin Ellis

