



# Somerford Primary School

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Headteacher : Mrs H Frampton

Dear Parents/Carers

30<sup>th</sup> April 2018

Reference – School meals online

Please see below an apology received from Biostore, the company providing the online ordering system.

***'Dear Parents,***

***As you may be aware Somerford Primary are looking to enhance and move forward the process of ordering and paying for your children's schools meals. BioStore have been selected to provide a solution to support this move.***

***We have encountered a few issues with the requirements, and are in the process of adding functionality to best support the needs of parents and the school.***

***This has now meant that the implementation of the service has been delayed. Our development team are working hard, to ensure that the service can be installed in the very near future.***

***On behalf of BioStore Ltd, please accept my sincere apologies for any inconvenience caused.***

***Regards***

***Bev Thompson***

***Director of Operations***

***Biostore Ltd.'***

As you can see the issue is beyond our control. Your accounts will still be valid with Agora and will still need to be activated in readiness.

We now anticipate the start to be early in the Autumn Term 2018 and will keep you informed via a further letter.

Yours faithfully

Mrs H Frampton  
Headteacher