

## Locker keys- FAQs

### 1. How can I get a locker key for my child?

Locker keys can be purchased on Parent Pay. Parents should be able to see a locker item for their child's year in their available payment items. Once the key is purchased keys are usually available to pick up within 24 hours at the student services desk in the LRC, at busy times this may take a little longer.

### 2. What if I can't see the item or I am having Parentpay problems?

Please email [finance@queenelizabeths.com](mailto:finance@queenelizabeths.com) for support. Please note the 6th form locker item for year 12 has been removed due to all lockers being used. If a 6th form student wishes to join the waiting list they should visit student services in the LRC or contact student services.

### 3. Why don't the keys for the new year 9 and year 12 include a deposit?

For simplicity and due to parent pay restrictions, deposits for new students to QE are no longer required.

### 4. Can I pick the location of a locker and will it be near the student's tutor room?

We try our best to ensure lockers are as near to tutor rooms as possible however lockers are allocated on a first come, first served basis so we cannot guarantee this. Students can join a waiting list for their preferred area.

### 5. What if there are no keys available?

Students can join a waiting list for lockers that become available. If you are unhappy with the waiting list or wait time we can offer a refund.

### 6. How long do students have their lockers for?

Lockers are for a three year period for those in year 9 and two years for those in year 12. Locker keys always need to be returned at the end of year 11 and year 13.

### 7. Who do I contact about lockers?

Please email Ms Huggett at [studentservices@queenelizabeths.com](mailto:studentservices@queenelizabeths.com) or students can visit student services in the LRC.