

Frequently asked questions - Lockers.

Does my child need a locker?

Students in Years 7-11: Yes

Students in Years 12-13: Personal Choice

Every student in Years 7-11 needs a locker as a safe place to store their belongings. ILS will provide enough lockers so that there will be one available for every student in Years 7-11. There is nowhere on the school site where bags can be stored other than their locker. Due to Health and Safety regulations a locker per student is a requirement.

Students in the Sixth Form can choose to rent a locker - their lockers are compact and for the safekeeping of laptops and valuables only. We do have the space for Sixth Formers to safely stow their bags between lessons.

Will my child's locker be located next to others in his year group? - Yes. Lockers are arranged by year groups as follows. Year 7, Years 8 & 9, Years 10 & 11.

Can I book more than one locker?

You can only book one locker per student. Unfortunately, we do not have enough lockers to offer more than one per student.

Is this an annual cost?

Yes - The charge from ILS is for rental of the locker from 1st September until the end of that school year in July. Each June ILS will contact you directly about further hire of a locker for the following academic year. The price reflects the cost of the quality of lockers that are required to be suitable for being located in external sites.

What if I cannot afford to pay for the locker?

In cases of extreme financial hardship, please write to the Headteacher, headteacher@challoners.org, who will consider a request for support with the utmost discretion. Students already receiving Pupil Premium will have the locker paid from the Pupil Premium account.

If my child leaves the school during the school year and no longer needs the locker can I claim a refund? *Due to administration costs ILS has a strict no refund policy. Please see terms and conditions during the booking process.*

What happens if my child forgets/loses their key? - *Your child may come to Reception and a member of the caretaking team will open their locker with the school's master key so that they can remove items they need. Their locker will be relocked and their bag can be left in their Form room. If the Form room is a science room, bags can be left in Student Support.*

What do we do if the locker is damaged?

Please contact ILS www.ilsschools.co.uk. ILS' staff are fully DBS checked, so there would be no issue with them repairing lockers during the school day if necessary.

Can my child keep the same locker for next year?

A small number of parents of students in Year 7, Year 8 and Year 10 will be able to keep the same locker for the 26/27 academic year. The parents of these students will have been contacted by Independent Locker Solutions (ILS) directly offering them the opportunity to re-book their child's current locker for 2026/27.

Who do I contact if I have any problems or further questions? - For school related issues please contact admin@challoners.org or issues relating to the actual locker please contact ILS www.ilsschools.co.uk