

Paying for lunches January 2017



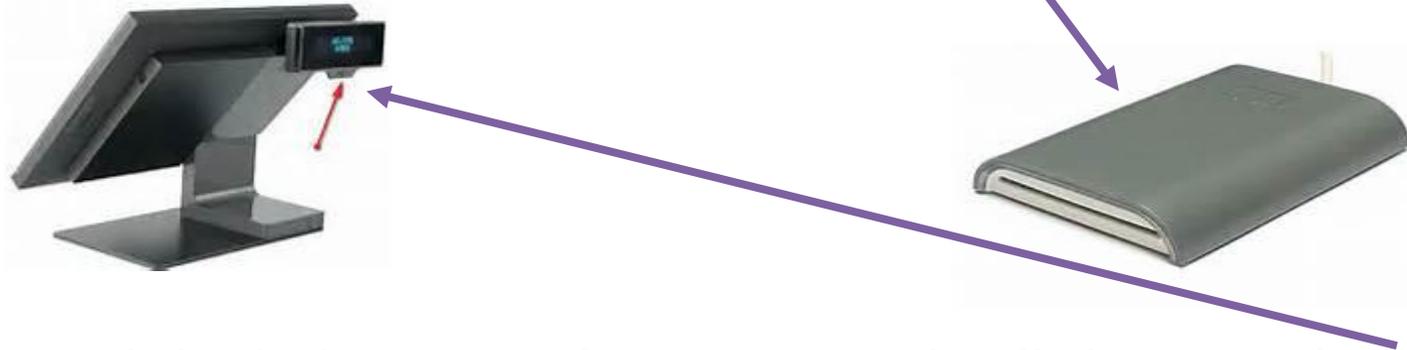
Why do I need this card?

- The card you have been issued with has your name and photograph on. You need to wear this card on the lanyard provided at all times.
- It will be used to pay for all food and drinks you buy in the school dining room
- You can no longer pay for food and drinks with cash
- You must keep your card safe and never give it to anyone else to use
- Should you lose your card it will cost £5.00 to replace
- Your parents will need put money onto your card through Parentpay on a regular basis



How do I use this card?

- You may use your card at breaktime or lunchtime, at any till in the dining area
- To use your card you must touch the **card reader** with your card



- Your name and the balance you have to spend will show on the **display monitor** attached to the till
- Dining staff will check your identity by the photograph on your card
- Every item you have chosen will be displayed with the price
- When finished, your new balance will show on the display



How much can I spend?

- The amount you spend per day will depend on how much your parents have allowed.
- Your parents can see how much you are spending and also what you are buying from the dining room each day by going online at Parentpay.
- To help you to manage your spending we have put limits on the amount you can spend each day. This limit is £5 per day.



What if I go over my limit?

- You will still receive your lunch that day (***only up to a value of £2.30***) and this will be repaid when your parents top up the money on your card.

For example:

- On Thursday you have a balance of £1.25
- Your lunch comes to £2.75
- You will owe £1.50
- Your parents put £25.00 on your card on Monday
- The £1.50, which you owe from Thursday will be taken off the £25.00
- You will then be left with a balance of £23.50 for the week

- You may only go up to a maximum of £2.30 overdrawn.
- You will be informed at the till that you need to ensure the card is topped up that day as no credit will be available the following day.



What if I am entitled to Free School Meals?

- If you are entitled to a free school meal, £2.30 will automatically be put onto your card every day you attend school
- If you do not spend this £2.30, it will **NOT** carry forward to the next day, so make sure you spend at least £2.30 on your lunch every day.
- Your parents will need to put extra money onto your card using parentpay. This is to buy food at break or to top up what you spend above £2.30 at lunchtime.



What happens if I forget my card?

- If you forget your card, go to the till and give them your name and form group.
- They will bring up your details on the till and it will show you your balance.
- Make sure you bring your card in the next day.
- If you do not bring it the next day it will be considered lost and a text will be sent to your parent's informing them to pay for a new card. Which is charged at £5.00.



What happens if I lose my card?

- If you lose your card you must inform the office at the earliest time you can.
- Your parents will receive a message informing them that you have lost your card and that they need to purchase a new one.
- A new card will cost £5.00 and parents will need to pay for this via ParentPay.
- After your parents have paid the £5.00 your replacement card will be available to collect from the main office.
- The finance officer will need to put a hold on your card to stop anyone else using it to buy food.



What happens if I lose my card?

- You will be given your lunch that day, just go to the till and give your name and form group.
- If you find your card at home you must bring it into the office the next morning so it can be reinstated.
- If you find your old card after a replacement card has been issued, a refund cannot be made as the card will have already been cancelled.



For any queries regarding cashless catering please contact Mrs Chohan on 01204 849240

