



11 September 2020



Dear Parents/Carers

Important School Meals Information – Cypad Launch!

Thank you for your patience while we have been setting up 'Cypad', our new system for school meal payments and menu selections. Cypad is accessed from your ParentPay account, allowing you and your child(ren) to select their school meals.

From Monday (14th September) the system will be live! Please read the following information carefully as it confirms all the details you need to know.

We are now a cashless school and cannot receive any money. All school payments, including lunches, must be paid for by ParentPay. ParentPay is a safe and secure website/app which allows you to make payments online with your debit/credit card. We have been using ParentPay for a while for general school payments, so many of you will already be familiar with the system – it is very user friendly and simple to use!

ALL ParentPay accounts need to be activated to order school meals. This includes children in Reception, Years 1 and 2 who have Universal Free School Meals (paid for by the Government) and also any children who are entitled to a Free School Meal. If you haven't already activated your ParentPay account, you will have been sent a separate letter with login details.

Packed Lunch Children

We are also asking all Parents/Carers whose children usually bring their own packed lunch to sign up too - for those odd occasions that packed lunches are forgotten or you want them to have an ad-hoc dinner, e.g. themed days. Christmas lunch etc.

Special Menus for Dietary Requirements

Special menus for children with dietary requirements are currently being input onto the system. If these choices are not showing on your child's account when you log on, your child will still be able to order from their special menu in class until their choices are updated.

At the moment we are manually updating the system to show the number of meals children have already had so far this term. Please don't worry if your child has a special diet and their meal choice shown on ParentPay isn't what they actually had – we just needed to put previous choices against a main menu item.

Before Monday, can you please log on and pay for any meals your child(ren) have received so far. Thank you.

Questions you may have:

Q *I don't have any credit on my account. Will my child still receive a school meal?*

A For those parents who pay for their Child's meal, Cypad will **NOT** allow you or your child to order a dinner if there are insufficient funds on your account - **it is imperative that you maintain a credit balance on the account at all times.**

If you have no credit on your account, you will need to make alternative meal arrangements for your child(ren). Please contact the school office immediately if you are having any difficulties. Thank you.

Q *What will happen if my child is late or I haven't selected a meal?*

A Your child will be able to select their meal from their classroom or if registration has closed from the office.

Q *What will happen if my child goes home before lunch and does not receive the meal?*

A If your child is not marked as having taken a meal, they will not be charged.

Q *Can my child change their mind change once they arrive at school?*

A We would not normally allow a change of school meal once it has been ordered. If exceptional circumstances arise where we need to change their choice, the cook can override this at service.

Enclosed are detailed instructions of how to choose and pay for school meals. Please let us know ASAP if you need any assistance.

As with any new system, there may be some initial teething problems, however we are confident that once up and running, this new system will be beneficial to all.

Thank you all for your patience and co-operation.

Yours sincerely



G Knox (Mrs)
Headteacher