



# Cashless Catering System

At Pittville School we are lucky to have a professional catering team who cook on site daily, providing nutritious meals from scratch. Our daily menus are available on the ParentPay app and on their website.

## Lunch Time Options

Students are able to choose from a range of options for lunch. We have two outlets for food which are open to different year groups. The dining room serves traditional hot meals, a range of hot and cold sandwiches and snacks. The food hub in the quad offers a more relaxed take away option. There is also a salad bar for students to help themselves to if they purchase a Meal Deal.

## Meal Deals

Meal Deals are available to students at a cost of £2.70. Students entitled to free school meals can choose from the options available. Typically a meal deal consists of a main course, hot or cold pudding and a drink. Students buying Meal Deals can top up from the free salad bar. There are also hot and cold sandwich or salad and soup Meal Deal options.

## Breaktime

The hub outlet and dining room are open during breaktime for savoury items and morning snacks.

## Payment Options

Pittville School is a cashless school. All parents are to use our cashless system ParentPay for purchasing food, stationery and to pay for all school trips and events. ParentPay FAQ's are at the end of this document.

If you do not have access to ParentPay you can use PayPoint. PayPoint cards will be issued on request by Mrs Haidon in the finance office on 01242 548702.

### **When can I log into my ParentPay account?**

Before a student starts at Pittville School the parent(s) will be sent an activation letter with the activation login details. You will then be able to activate your account and start making payments.

### **Which payment cards can I use?**

ParentPay accepts MasterCard and Visa credit cards, and Maestro, Switch, Delta, Electron, Solo and Visa debit cards.

### **Is it safe to make payments on the internet?**

Yes. ParentPay uses leading technology to process your card transactions securely. All communication with the bank is encrypted and neither ParentPay nor the school have access to your card details.

### **How can I check that it's secure?**

Standard website addresses begin with http; the address for a secure site will always begin with https. You will also see a padlock at the bottom/top right of the screen on our login page and after you have logged into your account; never enter your card details or personal data on any web page whose address does not start https.

### **What about our personal information?**

ParentPay holds a very limited amount of information about you and your child solely for the purpose of administering your account; however ParentPay does not use your personal information other than for supporting the school and they do not share or give information to any other

organisations. ParentPay operates under strict guidelines set out by the Data Protection Act 1998.

ParentPay can be contacted on 02476 994820 or visit **www.parentpay.com** if you have any difficulties or concerns.

### **How do I pay funds onto my account?**

This can be done in two ways:

#### To pay online:

By use of the online ParentPay system; use the ParentPay link through our website or visit **www.parentpay.com**. Your login and password, which will follow shortly, will allow you to make electronic payments into your child's account. Please note ParentPay is used to pay for all school transactions.

#### To pay using PayPoint:

The school will issue you a PayPoint card on request; if you would like to use this facility please contact Mrs Haidon on 01242 548702. This will allow you to make payments into the PayPoint system in several shops in our local area.

To find your nearest store visit the following website: <https://consumer.paypoint.com/cashout>

### **How does my child check if they have funds on their account?**

This can be done at the balance checker in the dining room.

### **I am entitled to a free meal, how does it work?**

The allowance is credited to you each lunchtime to allow you to purchase your meal; this allowance if not used will not carry over to the next day. Credits for free school meals will only be available at lunch service. If additional purchases are required the account must have funds available as described above.

### **Can anyone else use my account?**

No – a unique number is allocated to each pupil when the registration process takes place.

### **What happens if I forget to put funds on my account?**

You will need to see a member of staff to authorise the meal which will be debited automatically from your account next time it is topped up. This is available on the first instance as an emergency to ensure you receive food during the day. The account must have funds for the next time you purchase food.

### **Can I have any say in what my child eats?**

The system has a blocking facility that will identify any items the child is not allowed either by choice or dietary needs. This needs to be confirmed in writing by the parent/carer.

### **Can I check what my child has chosen daily?**

Each time you log into your ParentPay account you can access details of your child's food choices and our current menu and options.

**Daily Spend Limit: There is a daily spend limit programmed into the system, this can be increased or decreased for an individual student by phoning the café on 01242 548705 If you require any further information please contact Miss Hooper 01242 548705**