



## IMPORTANT INFORMATION FOR ALL PARENTS

From Monday 15<sup>th</sup> April, we are moving to using ParentPay for ordering all school meals.

From Monday all payments for school meals will be processed and handled by School rather than our lunch provider OCS.

**This means all outstanding balances up to Friday 12<sup>th</sup> April MUST be paid in full as soon as possible to settle all balances as we switch systems.**

## Booking School Dinners through ParentPay

**From Monday 15<sup>th</sup> April 2024**

**This is for all Free School Meals, Universal Free School Meals and Paid for Meals.**

You will see a new item in your ParentPay account. Parents must log into ParentPay to book their child's meal in advance. This means you have control over your child's meal choices and reduces admin time at the start of the school day. If you pay for your child's school meals, payment is required to confirm your booking.

**Booking for meals from 15th April are OPEN NOW so please login and start booking meals**

You can book up to 4 weeks in advance, if your child is sick on a day that has been already booked in advance, they will be marked as absent on that day and will not be charged.

**The cut-off time for pre-orders is 8am on the day they are having the meal.** Children can order when they arrive at school if needed, but the system works best when all meals are booked in advance. So please can **all parents ensure they book their child's meal in advance.**

If your child has allergies, they have been recorded in the system. This means that you will only be able to book meals that are suitable for their dietary needs.

Children in receipt of Free School Meals still need to book their meals through ParentPay.

Please see below for user guide on how to book your child's meal.

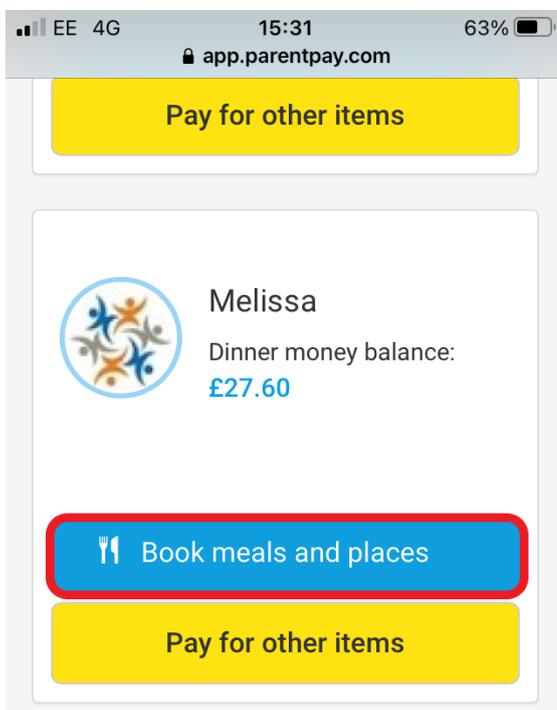
# How to book meals and events

If your child's school makes use of the ParentPay booking service, you will be able to book your child's meals and/or event place in advance of the session. This helps the school minimise food waste and reduce administrative burden on the school staff.

To check whether your child's school uses the booking feature, select the child you wish to view. The bookings option will be available on the child's information screen 'Book meals and places'.

## Making bookings

1. Login to [www.parentpay.com](http://www.parentpay.com)
2. Select **Book meals and places** for the person you wish to make the booking for.



3. Select the time of day that you wish to make a booking for.

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Make or view bookings

Make bookings for

Lunch time 

Make or view bookings

4. Select **Make or view bookings**.

Make or view bookings

Make bookings for

Lunch time 

Make or view bookings

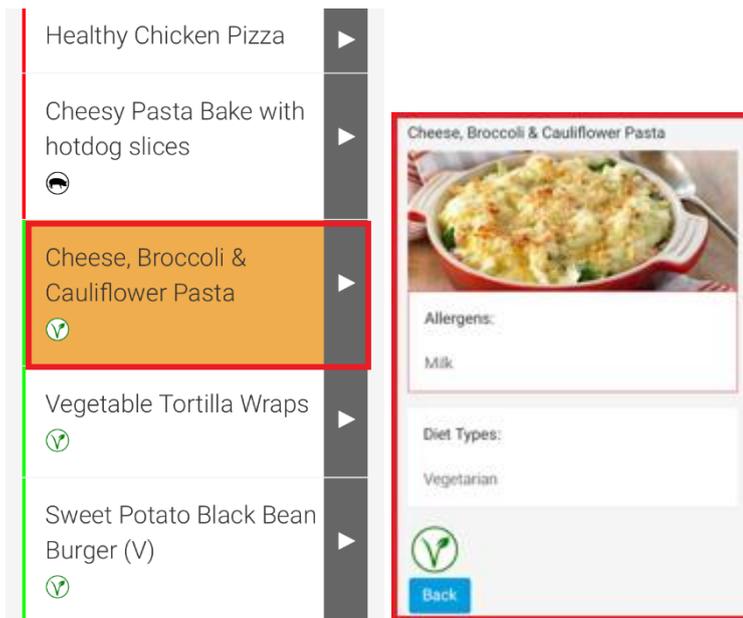
5. You will then be presented with the booking screen.
6. Select the date you wish to book.

Jan Feb Feb

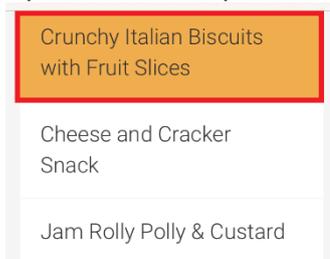
Mo 31 Tu 01 We 02

Monday, 31 January [View today](#)

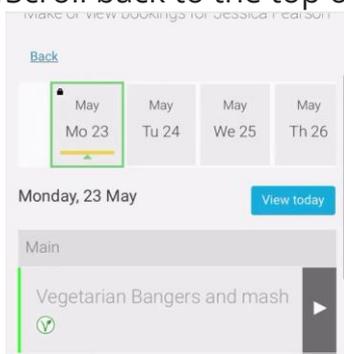
7. Scroll and tap the **main meal choice** or **place** for your child (this will then be highlighted in orange).
8. Tap the arrow to view Allergen or nutritional information (if available).



9. Some menu's may require you to select a dessert. Scroll to view dessert options and tap the desired choice.

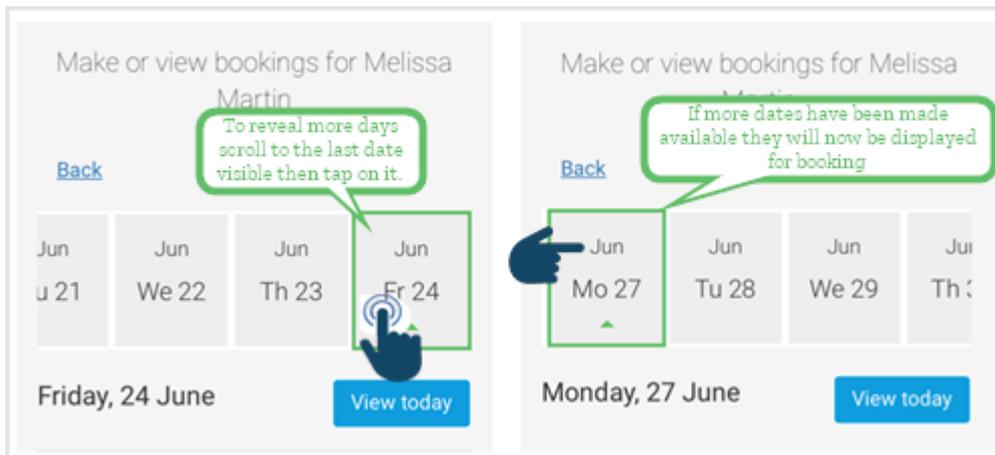


10. Scroll back to the top of the screen to choose another day.

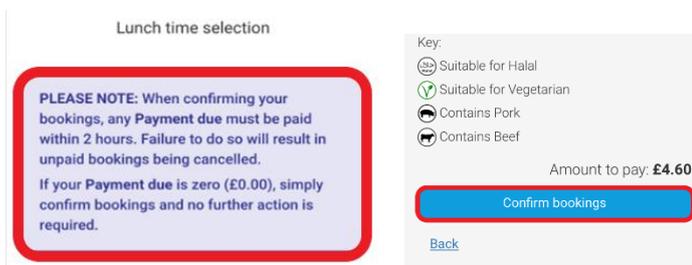


11. Repeat steps 7 through to 9 until you are ready to confirm your bookings.

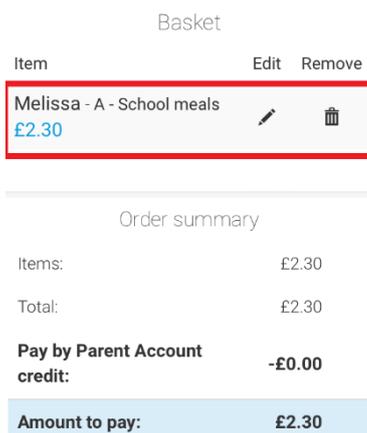
Note: You can scroll through the dates and choose meals for up to 10 weeks in advance (depending on your schools settings). You will need to select the last date that appears, to be able to see further dates.



12. If you pay for the bookings these will need to be paid within two hours of confirming.



13. Tap on the **Confirm bookings**, if payment is due you will be taken to the basket.



14. You may wish to add more bookings for another child, select the **Continue shopping** option.



[Other payment method](#)



15. Once you have completed your bookings return to the basket and choose the payment option that most suits you.
16. Confirmation of payment will appear on your mobile device and you meal or places bookings will have been sent to the school.

