MEAL ORDERING WITH PARENTPAY

A new meal ordering system is coming to your school.

This is for all Free school meals, Universal free meals, and paid meals.

WHEN?

Start booking from **6th March** for lunches starting from 17th April. All lunches up until Friday 14th April will continue to be booked via Meal Selector (Paid Parents) or via the school office for KS1 children.

WHO?

You will see a new Payment Item in your ParentPay account.

You must log in and order meals through this new Payment Item.

You MUST order the exact meal in advance for your child on the days you require them to have a hot meal.

Medical diets and Lifestyle can be selected at the point of ordering, medical evidence is still required for allergies.

HOW?

Book your meals through ParentPay and the Chartwells kitchen teams will have the orders on a tablet known as Cypad. This will show the chosen meal along with your child's information on screen, and the meal you ordered to be served that day.

All meals are subject to supplier availability.

LOOK OUT FOR MORE INFORMATION AT YOUR SCHOOL AND IN BOOK BAGS

ParentPay FAQs

• When can I log in to my account?

Once you have received your activation letter from school with your activation login details you will be able to activate your account and start making bookings and if required, payments. This letter will be sent to you soon by your school.

• Which cards can I use?

ParentPay accepts MasterCard, Visa and American Express credit cards, and Maestro, Switch, Delta, Electron, Solo and Visa debit cards. Some schools may limit the use of credit cards for some transactions; you will be informed by the school directly of any such restrictions.

• 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 Limited, and its group companies, operate in full compliance with Data Protection Law; Including the Data Protection Act 1998 and the General Data Protection Regulation (EU) 2016/679.

The ParentPay Terms and Conditions include a Data Processing Agreement (DPA), compliant with the GDPR, which details both parties' obligations relating to Data Protection.

https://www.parentpay.com/schools/school-terms-and-conditions/

Internal

The ParentPay Privacy Notice, which is available to end users, provides further information on the processing activities undertaken by ParentPay.

https://www.parentpay.com/privacy-policy/

ParentPay will NEVER contact you by phone, email or mail and ask you to divulge confidential information like passwords or card numbers. If you are ever contacted by someone claiming to be from ParentPay, please contact us immediately on 02476 994 820.

• I do not have a home PC so how can I use ParentPay?

Why not visit your local library, internet café or see if you can get access to a computer at work. Alternatively ask if you can use your school's computers. Many schools have computers available for parents and will be happy to show you how to use them.

For more information please visit www.parentpay.com