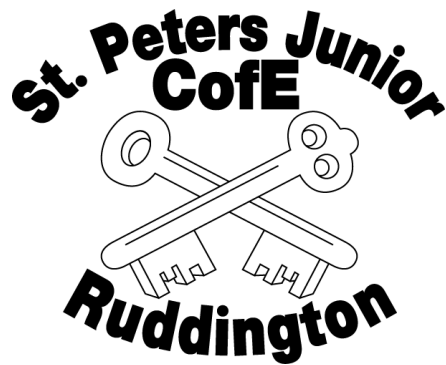
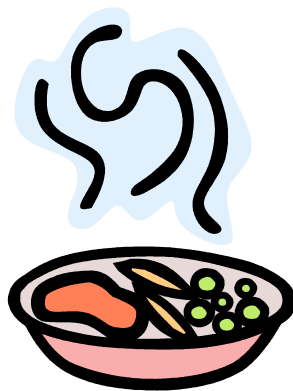




Dinner Money Payment and Arrears Policy

A Guide for Parents



Introduction

This guide is intended to provide parents and carers with information on how to order and pay for school dinners and the actions that the school will take in the case of non-payment.

How do I book and pay for a school dinner for my child?

Please book a school dinner for your child via ParentPay.

This is our on-line system where you can pay using your credit or debit card. If you have not yet registered, please contact the office and we can provide you with your log-in details. ParentPay is our preferred method of payment, because:

- There is no risk of cash/cheques going missing at school
- You, the parent, have greater control over your account as you can see a history of all payments and meals charged. You can also set balance alerts whereby the system will send you an email reminding you to top-up your account.
- It is now also possible to pay for school meals via 'Auto top-up'. Here, parents complete a bank transfer mandate that allows the system to top-up dinner money funds automatically. More information can be found on the ParentPay website <https://www.parentpay.com/bank-transfer-and-auto-top-up/>

The system will ask you to choose the days that you would like your child to have a meal and calculate how much you need to pay.

Menus are provided on a 3 weekly cycle and will be sent out with the weekly newsletter 'Inform' and can be found on the school website:

<https://www.stpetersjunior.org.uk/school-meals/>

When should I book and pay for school dinners?

Bookings and payment should be made in advance. Please note that the cut-off time for ordering a school meal is at 9.00am each day.

What happens if my child misses a meal e.g. due to illness?

If your child is absent from school, e.g. due to illness or a school trip, you will not be charged for any meals ordered for that day and the money will be carried over.

What should I do if I think that I am entitled to Free School Meals?

If you think that you may be entitled to Free School Meals, please contact the office for further information.



Alternatively you can follow the link

<https://www.nottinghamshire.gov.uk/education/school-meals/free-school-meals-and-milk> , or call the Free School Meals team directly on 0300 500 8080.

You can be assured of complete confidentiality – your child will line-up and receive their meal in the same way as other children who are not eligible for free school meals.

What happens if I miss a payment?

If your account goes into arrears, we will send you a text as a reminder to pay. You will be required to pay the arrears within 2 days of receiving the text, plus the amount for any dinners taken in the meantime.

If more than 5 days dinners are owed, we will send you a text / letter and impose an administration charge. You will need to send your child with sandwiches until the arrears are paid.

If you continue to ignore requests to pay for the arrears, the school will take recovery action via a third party.

Repeated failure to provide your child with a midday meal either by paying for a school dinner or by supplying a packed lunch may be viewed as child neglect and may be reported to the relevant authorities, if required.

It is the responsibility of the parent to ensure that the school office has up-to-date mobile telephone numbers and addresses to allow us to communicate effectively with you.

Chasing up late dinner money currently costs the school in the region of £1000 per year. This is money that could be spent on your child's education.

REMEMBER – DINNER MONEY IS TO BE PAID IN ADVANCE.

I have other questions...?

Please contact the school office on 0115 9743303 or admin.office@stpetersjunior.org.uk if you have any questions regarding this policy.