



## Parents FAQ'S

**Q: How many weeks can I order in advance?**

**A:** You can pre-order meals up to 6 weeks in advance through ParentPay.

**Q: What is the cut off time for me to order my child a lunch?**

**A:** You must place your child's meal order **before 8.00am** on the day your child is due to eat. Please note you have **two hours** to make payment otherwise the meal will be **cancelled**.

**Q: How do I cancel a meal if my child is off sick?**

**A:** If your child is absent, you must cancel your meal **before 8.00am** to avoid being charged. If you have missed this deadline you can contact the school directly before 9:00am to avoid charges, after this time charges will be applied.

**Q: What do I do if my child has free School Meals?**

**A:** You will **still** need to order your child's meal on ParentPay, but do not have to pay on ParentPay.

**Q: My child has a special dietary requirement, what do I do?**

**A:** Please ensure you have completed an allergen form to keep the school office updated with dietary requirements. Unsafe meals are automatically hidden from your view when selecting meals for your child. This prevents accidental selection of inappropriate options.

**Q: Will the menu's change on the system after I have ordered in advance?**

**A:** We aim for Special menu's and Theme days to be added in a timely Manner. However, occasionally our caterer may be required to change a menu when food items become unavailable from their suppliers. Where this is the case you may be required to re-order.