



**Executive Headteacher:** Miss K Howarth BA (QTS),NPQH

**Head of School:** Mrs A Jacobs BA (Hons),PGCE,NPQH

**Office Administrator:** Mrs M Ayling

## Booking your lunches via SchoolMoney – FAQ

1) **I've booked a meal but my child is now off sick** - If your child has a meal booked against them but are off sick, the class teacher will remove the meal from their account and any credit will sit on account until you next book a meal. Meals can be booked and amended up to midnight the night before, so if you know your child is going to be off, you can also log in and remove meals from the booking.

2) **My child has changed their mind about what they want to order** - Please let us know if you need to change a meal on the day. If we don't hear from you, we will leave the meal as booked. If a child regularly requests an alternative meal, we may have a conversation with you to make you aware of their preferences. As above, bookings can be amended online or via the app up to midnight the night before.

3) **I don't have the option to book a meal on X day** - We will block out days when we are closed (Bank Holidays, INSET or strike days), or on trips so that you are not able to inadvertently book a meal on these days. If you are entitled to Free School Meals, packed lunches for school trips will still be offered via forms.

4) **My child receives Free School Meals or Universal Free School Meals (R, 1,2 ), do I still need to book?** - yes please. There will be no charge to pay when you check out your meal preferences, but this will allow us to support the kitchen in stock control and reduce waste.

5) **I can't log in to SchoolMoney/I've forgotten my password** - please contact the school office to check your details are correct. If you have forgotten your password, please click the Forgot My Password link on the log-in screen.

The User Manual for SchoolMoney can be found here

<https://support.eduspot.co.uk/guide/parent-user-guide-schoolmoney/>

If you have any other questions, please do not hesitate to contact the office.