

CASHLESS CATERING CARDS - YEAR 7 INFORMATION

All food sales are through the use of your Cashless Catering Card, you cannot use cash to buy food.

When do I get my card?

Cards will be given out on the first day of the Autumn Term. **We recommend that your cashless card is credited on-line in advance to avoid queues for the revaluer machine.**

How do I put money on to my card?

There are 2 ways to put money onto your card:-

- Online through ParentPay. **We recommend this option and advise you to top up your card in advance through ParentPay.** Your parent/carer will receive instructions on how to activate their ParentPay account included with this information. You should activate your account as soon as possible.
- By putting cash in the revaluer machine. You will be shown how to use the revaluer machine during the first week of term. The machine takes notes and coins but does not give change. **Please note there may be queues during breaktime and lunchtime to use the revaluer machine.**

How do I check how much money I have on my card?

Use the revaluer machine to check the balance on your card by tagging it against the machine and it will show your name and balance. You do not need to put money onto your account in order to check your current balance.

What happens if I do not have sufficient money on my card to buy food?

You must keep your account in credit with money on your card before buying food. However, the system will allow you to purchase food for one day only when in deficit, after which you must ensure your account is in credit in order to purchase food the following day. The school will not continue to provide food to students if you do not keep your account in credit.

What happens if I forget my card?

If you forget your card then you will enter the canteen late. You will have to give your surname to the ladies at the till and show them either your library card or school planner as identity, they will find your name on the system, check your details with you and then charge your account for the food you are buying. **You should not continually buy food without using your card as searching for names takes longer than using your card.**

What happens if I lose or damage my card and it has money on it?

You should report your card as lost or damaged to your Head of Year immediately. A replacement card costs £2.00, which is payable on ParentPay. Further details will be given from your Head of Year.

If your card has been found by another student and they have used your card to buy food, and you can show that you have not used your card, we will be able to find out who used your card from the records kept by the system.

Action will be taken against any student who fraudulently uses another student's card to buy food.

What happens if my lost card is found after I have been issued with another card?

You can only have one working card so when we issue you with a replacement card your old card is automatically disabled and will not work if you or someone else tries to use it.

What do I do if I think the balance on my card is incorrect?

If you think the balance on your card is incorrect then you need to report this to your Head of Year, giving reasons. Your account will then be investigated by finance and if there are any errors these will be corrected.

What if my parent/carer forgets their log-in details for ParentPay?

If your parent/carer forgets their account password and log-in details please ask your Head of Year for them.

Is there a limit on how much I can spend on food each day?

Yes, you cannot spend more than £5 a day on food and drink.

Free School Meals - If you currently receive free school meals then this will continue at St Mary's whilst eligible. You can also add extra funds through ParentPay or the revaluer if required.