

Dear Parent/Carer

We would like to clarify some important information with regards to ParentPay and the canteen facilities.

Please ensure that when you load money on to ParentPay that it is allocated to the school dinners section, please also allow sufficient time for the money to reach your child's account, this can take up to 3 hours. You would have received your log in details via post.

The biometric scan of your child's thumb print is the safest way for your child to purchase items from the canteen, if you have not yet authorised your child to have this done, a 4 digit pin code will be issued instead. We recommend students either write this number on a piece of card or into their phones so they can show canteen staff, the pin number will then be checked against the students name and photograph as a security measure. However, pin codes can be lost and forgotten so we highly recommend the biometric thumb print system is used.

There is a limit of £5 per day for all students, staff cannot override this at the tills. If a student spends their limit at breakfast and/or break time it will mean they will be unable to purchase anything at lunch.

All students have an account regardless of whether they have had their thumb print scanned or been issued a pin code, this includes free school meal students. All students at SCC can claim a daily free breakfast of two slices of toast in the canteen. Students entitled to free school meals are unable to purchase anything at break time, they can purchase their full entitlement at lunchtime only.

If your child has any issues at all, please tell them to speak to a member of the canteen staff or their Pastoral Support Manager.

You are able to view how much your child has spent and what they have bought via your ParentPay account.

Yours faithfully

Nourish Catering Supplies on behalf of The Sittingbourne Community College