



# MAIDEN ERLEGH SCHOOL

Executive Headteacher: Miss M. Davies  
MA (Cantab), MA (International Business), DESS, NPQH, PQSI, NLE

Silverdale Road, Earley,  
Reading, RG6 7HS  
0118 926 2467  
office@maidenerleghschool.co.uk  
www.maidenerleghschool.co.uk

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Dear Parent/Guardian

## **Cashless Catering for Lunches from 29 October 2018**

From Monday 29 October, Maiden Erlegh School is introducing cashless catering for school lunches and from this date no cash will be accepted at the Till Points.

All school lunch payments will be made via Parent Pay and expenditure will be automatically deducted on a daily basis. A payment item has been set up on Parent Pay and if you wish your child to have school lunches, you must log on and top up their account before 29 October.

Students will access their accounts at the Till Point using a PIN number which they will be given before half term.

Students who receive Free School Meals will continue to have a £3 daily allowance which they can spend using their PIN number at the till. Parents can also top this up via their Parent Pay account if they wish to purchase any extra items.

If you have not yet activated your Parent Pay account, you will receive a letter in the post shortly. Please ensure you follow the instructions to register, otherwise your child will not be able to purchase school lunches.

Please note that this only applies to school lunches purchased from the canteen, and that the sixth form café will continue to accept cash.

If you have any comments or queries please contact the school parent pay email address:  
[parentpay@maidenerleghschool.co.uk](mailto:parentpay@maidenerleghschool.co.uk).

Yours sincerely

Mr Jonathon Peck  
Chief Financial and Operations Officer  
Maiden Erlegh Trust

## **Cashless Catering – Frequently Asked Questions**

**Q: How do I pay for my child's lunch?**

A: A payment item has been set up on your ParentPay account. Make payments against this payment item to top up your child's lunch account.

**Q: How can I check the credit on their account?**

A: ParentPay is updated daily and will reflect what your child has spent on their lunch at the end of the day.

**Q: Can I review what my child is buying for lunch?**

A: As well as providing you information about what your child has spent, ParentPay also keeps a record of what has been purchased by your child.

**Q: What happens if my child's account is not in credit?**

A: Your child will be given a lunch up to the value of £3. This will be a main course and desert (meal of the day), or a snack, drink and yoghurt. They will be sent home with a top-up reminder card and if this happens, please ensure that you top your child's account up immediately.

**Q: How do 'free school meal' entitlements work?**

A: Free school meal entitlements are set up within the system and where eligible your child will continue to receive a daily £3 entitlement. If your child wishes to purchase additional items then money must be added to their Parent Pay account in advance. They will not be able to buy these at the Till Point if they do not have the available funds.

**Q: Can anyone else use my child's account?**

A: To spend money from your child's account, your child will be given a PIN number which they will then enter at the Till Point. As a secondary precaution, your child's photo will appear so that till operator can verify if the correct person is using the PIN or whether they are trying to make a fraudulent sale.