



What is a cashless catering system?

A cashless catering system allows us to provide our students with a faster and more efficient meal service. It also reduces the need for students to carry cash, provides anonymity to students claiming free school meals and allows parents and carers to access information on their child's eating habits.

How does ParentPay work?

You will receive a letter containing your activation details to enable you to set up your account.

Once set up, ParentPay gives you the freedom to make payments to a student's catering account online whenever and wherever you like. ParentPay can also be used for trip payments. It offers a highly secure payment site, gives you a history of all the payments you have made, emails a receipt of your payment and gives you peace of mind that your payment has been made safely and securely.

How does the biometric system work?

Biometrics is simply a method of identifying an individual using an algorithm based scan which reads between 50 and 130 points on the finger or thumb. We do not keep an image of the fingerprint in any way. The fingerprint is turned into a bar code and is of use only in the cashless system. The information is stored on a secure biometric controller within the school which only our provider can access.

What does this mean for my child?

Once you have given consent for us to take a biometric reading we will register your child ready for September. This means that a student will be able to purchase items from our catering service once their account has been credited.

What methods of payment can be used to credit an account?

Any amount can be credited to an account. This can be done in cash by the student at one of the

secure pay points within the school building or, alternatively, by parents online via ParentPay.

The credit on an account can be checked in the same manner. Full details of how this will work will be given to you in September as part of the Welcome Evening.

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

In the worst case scenario a 'lend' can be processed which will allow a meal to be taken.

What if my child is entitled to free school meals?

All free school meal entitlements will be entered onto the system ready for September. The cashless catering system will automatically allocate the free meal amount to your child's account on a daily basis. Their accounts are accessed in the exact same manner as all other students and it is possible for them to supplement this amount if you wish.

Am I able to discuss my child's dietary requirements?

The system will allow you to register any items that your child is not allowed due to allergies, dietary needs or religious beliefs as stated on the consent form.

Can anyone else use my child's account?

Quite simply – No.

Due to the extensive security on biometric templates, no one will be able to access your child's account. As a secondary precaution a photo image is also allocated to each student.

What if I am not happy to have my child's fingerprint taken?

If you still have concerns about the biometric system, it is possible to allocate a four digit PIN code as an alternative. This is less secure and may reduce the number of services that your child can access but will still allow full use of the school catering facilities.