

Cashless Catering

The School operates a “cashless” catering system to pay for meals in school. The system operates by paying for school meals in advance and the money is used by students each day to pay for their choice of meals and drink.

Each student is issued with a card which shows their name, photograph and year group. This card will be needed to pay for meals at the tills. Money can be put onto this card as follows:

- Opening a Parent Pay Account, by accessing www.parentpay.com, using individual account details which will be sent to you separately or can be requested by contacting finance@turton.uk.com
- By taking the “bar coded” payment letter which will be posted to you, to a Pay Point provider and paying in cash. If mislaid, copies of letters can be requested from the Finance Office at any time. Staff cover the office during the summer break and can be contacted at the e mail address given.
- By sending in a cheque made payable to Turton Catering. Cheques should be sent into the School’s Finance Office. The name of each student and their form needs to be clearly stated on the reverse of the cheque to ensure money is paid into their individual account.
- Students entitled to Free School Meals, will receive a daily credit of £2.37 which is automatically entered on the system at lunchtime each day.

The Parent Pay account method provides an electronic option to pay and check balances online at any time. It is the School’s preferred method of payment and has proven easy to use and the majority of our students use this system.

Please be aware that all pupils will be able to pay for a lunch in cash during their Induction Day prior to starting school in September. **However, from the start of term advance payment is needed.** To ease administration, cheques can be post-dated to the first day of term and handed in to the Finance Office at any time before the start of term. Cheques received by the end of registration (9.10 am) on the first day of term, will be on the meals system for break at 11.10 am. Alternatively, please open a Parent Pay Account and deposit funds for availability on the first day of term.

Note: Payments can be made using this system at any time by parents and can be used to check remaining balances on a pupil’s account. A daily limit is not set by the school and the amount paid in can be decided by the parent. If you have any concerns regarding the level of spend by your child, please contact the Catering Manager, Mr Tomlinson or the Finance Office at any time. Please note that the online Parent Pay Account can also be used to pay for school trips.

Students will need to keep their card safe as they will need it every day. Cards which have been bent, damaged or defaced in any way will have to be replaced, at a cost to the student of £2. New cards can be purchased from the pupil attendance office (L19) or the Sixth Form office.

If a student does not have their card then they will only be able to obtain two pieces of toast at break and a ‘grab bag’ at lunchtime. This consists of a sandwich, cake and a drink.

Any funds remaining on a student’s account as they leave Turton can be reimbursed. Any funds that are not claimed are transferred to the school’s hardship fund after the close of the academic year.

If you have any queries about the cashless catering system, please contact the school or email the Finance Office at finance@turton.uk.com

FAQs Cashless Catering:

Q. How will my payment get into a student's account?

A. If you have made an electronic payment this will be updated as payment is accepted. If you pay at a Pay Point provider, this could take up to 36 hours to reach an account. If a cheque is received at the Finance Office by break, manual input of the payment is needed and the cheque will be placed in an account by 12.25pm. If you have not clearly stated on the back of your cheque the name of the student and form this deadline is not guaranteed.

Q. What level of information do you need to see on the back of the cheque or front of a sealed envelope?

A. Student's name / Form or Year 7 (if form not known) / Amount Paid In

Q. How will I know what I have left to spend?

A. Tills will display both spend and balance remaining. If students aren't clear, staff on the till will help. If you have set up a Parent Pay account, the balance remaining is updated and available for you to view on line by 5pm each day.

Q. Can I set a daily spending limit?

A. Yes. Contact the Finance Office to arrange this.

Q. What if I forget to pay and there is not enough money on my account to pay for my child's meal?

A. A meal will be provided for that day and the cost will be deducted from your next payment.

Q. I don't use cheques, how can I pay?

A. Open a Parent Pay Account. To action this you will need an individual user name and password. Please see individual letter (or contact finance@turton.uk.com) giving passwords and usernames and go to www.parentpay.com to open an account.

Q. I am entitled to a Free School Meal but want to spend money at break what do I do?

A. The Free School Meals allowance is not put on the system each day until lunchtime to comply with Audit demands. The aim is to ensure each student has a meal at lunchtime as opposed to a snack at break. If you are on Free School Meals and want to arrange an additional payment, please be reassured that the daily allowance will be used in the first instance at lunchtime, before any funds on your account are used. E.g. if you have paid in £10 onto your account and your child's meals costs £2.47, the extra 10p will be deducted from the £10 leaving £9.90. If your child should purchase anything at break this amount will be deducted from the £10. If you are concerned please speak to Mr Tomlinson (Catering Manager) at any time and they will be able to help you with this.