



1st April 2019

Dear Parents/Carers,

Important changes to lunch payments

As you may already be aware, the RBWM recently renewed the school lunch contracts with Caterlink Ltd.

Caterlink are now exclusively using Tucasi's SCOPay online system to book and pay for meals. Children will still be able to choose their meals daily in the classroom, but as an addition, parents can now book/view online.

The main change as far as parents are concerned is that from the start of the new financial year school lunches will be a **cashless** system. This means during the summer term you will need to pay for your child's meals online via your SCOPay account.

If you have not already created your account please contact the school office requesting your link code and instructions.

If you need help paying online or creating your account we are very happy to help you with this and we will be running a drop in session in the final week of this term (Thursday 4th April after 9:00 in the Office) and round and about in the playground after Easter to help you set up your account.

Two important things to note

- 1) Credits need to be a minimum of £10.00. If your child does not have lunch every day, money will remain on the account as credit until another meal is taken and the balance on the account returned to you when your child leaves the school.
- 2) Your child's account needs to be in credit to be able to order a meal.

Once you have created your SCOPay account, you can set up alerts to notify you when your dinner balance is low or when a new trip has become available for your child.

Please contact us if you need help with any aspect of this information.

Kind regards,

Alison Fox

Headteacher

