

Cams Lane Primary School

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Inspire Believe Learn

15th November 2024

Dear Parents/Carers

We are excited to announce that we will be implementing a new software called SchoolGrid for the ordering and payment of your child's school meals, starting from **2nd December 2024**.

With SchoolGrid, you can easily order and pay for your child's meals with just a few clicks. To get started, SchoolGrid will be sending you a welcome email with instructions on how to activate your account and create your password. Look out for this in your inbox next week. Emails will be sent to the address registered for your child's Scopay account but you can amend this upon activation of your account if required. Please note that in order for your account to be created, we will be sharing your information with SchoolGrid. You can view SchoolGrid's Privacy Policy on the following link:

<https://app.schoolgrid.co.uk/termsfuse/Privacy-Policy.pdf>.

You can order on a daily, weekly, monthly or even termly basis. The system will allow you to place as many orders in advance as you like, up to the point the menu has been opened for. You can also make a same-day order up to 8:55am. The system allows you to swap between school dinners and packed lunches. If you do not place an order by the daily cut off, it is expected that you have provided your child with a packed lunch from home. For this reason, we recommend that you register for SchoolGrid even if your child regularly brings a packed lunch to school as it will give you the flexibility to order a school dinner on any given day if you wish to do so.

SchoolGrid will also be used to order Christmas dinner for those children wishing to have it on Friday 13th December. The deadline for ordering Christmas dinner will be **4th December**. Please ensure you activate your account and place an order by the cut-off date.



If you pay for your child's meals, then you have two options on SchoolGrid. You can top up your account by making a card payment or alternatively, you can set up a Direct Debit. To place an order, you need to ensure you have the relevant credit on your account or a Direct Debit set up.

With Direct Debit, SchoolGrid collects the payment on a monthly basis and it is collected in arrears. Your Direct Debit amount can vary depending on the amount of meals taken within the period so a statement will be sent to you two weeks prior to the collection, detailing the exact date and the amount to be collected, as well as all the meals included.

Please remember to cancel your order if your child will not be having the meal at lunchtime, otherwise you will still be charged. This also helps cut down on food wastage.

Balances for dinner payments on Scopay will be transferred to SchoolGrid on 2nd December so your balance will update once the new system is fully implemented.

Finally, when placing orders we would encourage you to discuss the menu with your child. They will be familiar with the menu now and can tell you what they enjoy or don't like so much. Your child will be served the meal you pre-order and we don't want children to miss out on lunch if they do not like what they are served. We want to avoid children being disappointed by their pre-selected meals so communication at the point of ordering is key.

We hope that you find SchoolGrid easy to use and convenient for ordering and paying for your child's school meals. Should you have any questions or concerns, please do not hesitate to get in touch.

SchoolGrid support can be contacted via email on support@schoolgrid.co.uk or by telephone on 01506 300310. Alternatively, the School Office will be available to respond to any queries.

Many thanks

Mrs Statham

Headteacher

