



**Dear Parents/Carers,**

## **School Restaurant Account – Important Information**

To ensure your child can access school meals without disruption, we kindly ask that you keep their meal account topped up with sufficient credit. If the account balance is too low, your child will not be able to purchase food and will be directed to the Thorp office.

In such cases, a member of our office team will contact you to inform you that your child has been unable to buy food. You will then be asked to either top up their account immediately or provide a packed lunch. Your child will then be able to make a purchase or will be able to eat their packed lunch at second break once this has been resolved.

When adding funds to your child's account, please use the **"Add to Basket"** option on ParentPay. The **"One-Click Payment"** method can delay the credit reaching the account, which may prevent your child from accessing meals in time.

Food is available for purchase at breakfast, lunch, and second break. Please speak with your child about what they are permitted to buy and when. Purchases across all three mealtimes can total up to **£10 per day**, so it's important that spending is monitored. With over 1,000 students, it is not possible for the school to oversee individual purchasing habits, and we rely on parents to guide their children accordingly. You can view your child's spending history via ParentPay.

To help manage this, we strongly recommend setting up **low balance alerts**—we suggest a threshold of **£10**. This can be done by selecting **"Manage Alerts"** within ParentPay, where you can choose to receive notifications by text or email when the balance drops below your chosen amount.

If you need support setting up alerts or have any questions, please don't hesitate to contact the school office. We are here to help.

**Thank you for your cooperation and continued support.**

Julie Nicholas  
School Business Manager