

New Haw Community School

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SCHOOL MEAL ONLINE ORDERING

Dear Parents/Guardians,

We are delighted to offer you online ordering service for school lunches. By logging onto your child's Scopay account, you will be able to view the lunch menu, order weekly school lunches and view the selections you have chosen.

Please order you child's school meals as follows:

1. **All lunches must be prepaid**. The cost of school lunches is £12 per week, we ask you to order minimum of 2 weeks in advance. Please ensure your account is in credit, otherwise you will not be able to order school lunches for the period. If your child receives free school meals, you are not required to pay, but you still need to order your child's preferred meals (please see below).
2. After your payment is complete, please click on 'ORDER MEALS'. This will take you to the ordering page.
 - To view the lunch menu, click on the attachment – i.e. Autumn School Lunch Menu. You can print this for your reference.
 - Click on the day you wish to order your meal and the meal options will be displayed with a short description of each meal. Scroll down to make your choice, clicking on the meal to select it.
 - Click OK to confirm your choice. Repeat this process for all the meals you wish to book.

Please pay attention to the meals you are selecting to ensure that they correspond with your child's dietary requirements and their personal food preferences. A number of children each day choose not to eat their meal, because they do not like the food their parents have chosen for them. Due to COVID-19 restrictions, we are regrettably currently unable to provide Halal meal options - all meat served at our school is not halal.

We operate with 1 week no change policy which enables the kitchen staff to correctly order produce with minimum waste. If you'd like to make any changes during this period you will have to request this by emailing office@new-haw.surrey.sch.uk.

If your child is going on a school trip, their meal for that day will be cancelled by the school office and your account will be credited, as your child will require to bring in a packed lunch from home that day.

If you child is absent and you **notify** the school office **by 9.00 a.m.** their meal will be cancelled and your account automatically credited. Any absence reported after 9.00 a.m. will result in non cancellation, as lunch numbers will have been confirmed with the kitchen staff by then.

We hope that this system will make ordering lunches a better experience for you and your child and we welcome any comments you may have to improve it further.

Kind regards,

Jo Forno
School Administrator