



New Haw Community School

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Dear Parents,

School meals ordering guide

Unfortunately we have seen a rapid rise of lunches not being ordered in a timely manner and children coming to school without alternative arrangements (i.e. packed lunch from home). We understand that, in the busy lives we live, it is easy to forget or miss the ordering deadline. However, as the number of lunches not ordered are now most weeks in double digits, we are no longer able to accommodate emergency dinner orders. Therefore we ask you to follow the ordering instructions below to ensure we can provide your child with the meal of their choice on the day of your choice.

- **We operate on 2 week 'no change' policy - the system will not allow you to order meals during this period. All meals must be ordered at least 2 weeks in advance** (but you can order as far ahead as you wish). If you wish to make any changes to your ordered meals during the 2 week no change period please contact the school office to request your changes.
- We offer flexible ordering – you can either have school meals every day or mix and match packed lunches from home and school meals. **If you choose to mix and match please be advised that it is your responsibility to keep track of your ordering as we do not have the means to track individual ordering patterns.** We suggest you take a screen shot of your order for your reference.
- **All meals must be prepaid unless your child is eligible for Free School Meals** (in this case you can go straight into ordering meals).
 1. In Scopay got to Dinner Money, select order meals, calculate the sum you need to pay for the number of meals you wish to order (the current price per meal is £2.70) and follow the on screen instructions to process your payment.
 2. Once you have processed your payment, go to 'Order Meals' and you will be able to view the calendar with meals available.
 3. At the top left corner of the calendar there is a downloadable PDF version of the dinner menu for the period. This can be viewed or downloaded to your device.
 4. To book your meal, click the day you wish to order meal for and from the drop down menu that opens up select the meal you'd like your child to have. Repeat this for the amount of meals you wish to order.

Please note it is your responsibility to keep track of your ordered meals and to take into account the 2 week no change policy. If you fail to order school dinners in time, you will be required to provide packed lunch from home for this period.

Kind regards,

Kamila Shadbolt
School Business Assistant