

Dear Parent/Guardian

16 July 2024

SWITCH TO PARENTPAY (FROM MEAL-SELECTOR)

**Coming soon: Online meal selection**

We are pleased to let you know that starting Friday 2<sup>nd</sup> August 2024 (7pm) we will be introducing a new way to book your child's school meals using ParentPay. You will be able to easily choose, book and pay for meals online ensuring they receive the meal you have chosen for them each day.

**Pre-order meals online**

Meals can be ordered in advance as with the previous system. Meals must be ordered by midnight on the Sunday for week commencing Monday, 2 weeks later.

**Allergies & Medical Diets**

Allergies will continue to be provided at point of service however if your child has an allergy/intolerance please contact Chartwells or the school for a medical diet request form.

**A convenient and flexible system**

Meal orders can be quickly amended or cancelled online, and you can view and make bookings on any device, phone, tablet or computer by logging into ParentPay - at times that are convenient to you.

**Free School Meals support**

The meal selection system automatically supports Free School Meal and Universal Infant Free School Meal children, allowing you to choose meals safe in the knowledge no payment will be required.

**Please see the PARENTPAY MEAL BOOKING GUIDE to help you get up and running with the new system.**

**Meal Credits on Meal Selector**

If you do have outstanding meal credits on meal-selector please contact the Nth East Lincs administrator on [admin.nel@compass-group.co.uk](mailto:admin.nel@compass-group.co.uk) to request a full refund.

**PLEASE DO NOT ORDER MEALS VIA MEAL-SELECTOR AS THESE WILL NO LONGER BE CAPTURED!**

**Support**

If you need and help getting up and running please contact:

ParentPay Support on Tel: 02476 994820 or Email: [support@parentpay.com](mailto:support@parentpay.com)

Alternatively, you can contact Chartwells via the Love School Meals website

Yours faithfully

David Tungate  
Regional Manager, Chartwells