



Interserve Integrated Services Ltd  
Ebony House • Castlegate Way  
Dudley • West Midlands • DY1 4TA

Telephone: 0845 602 5071

ALe/SB

April 2020

Dear Parent/Carer

### **Re: Cashless Catering**

At Tupton Hall we operate a Cashless Catering System. Pupils are provided with a Pin number with their name and details. The Pin number can be entered into the reval machines located around the School where the pupil is able to enter notes and coins and have the corresponding value added to their Pin number.

When the pupils pay for their food at the point of sale, the total amount will be calculated and deducted from the value previously credited on the Pin number. It is essential that the pupil always remembers and uses the Pin number in order that values can be deducted for sales items as required, since it will be necessary for the pupil to use the Pin for payment. The cashless system provides a much faster and hygienic method of payment in the school canteen. Vending machines are not on the cashless system.

### **Free School Meals**

Students entitled to free school meals will be issued with a Pin credited with a £2.40 daily spend. Additional credits can be added by the student using the reval machines or by cheque if required and can be used to purchase additional items not included in the free school meal allowance or to buy items at break time. Please note that the controlled spend allowance is not possible when the Pin is being used to provide free school meals.

### **Credit by ParentPay**

Credit can also be made via school online payment system at [www.parentpay.com](http://www.parentpay.com). Letters with log in information will be sent out during the first week of term, explaining the system and providing student specific user names and passwords.

### **Credit by Cheque**

You may also credit the Pin by cheque payment. The cheque should be made payable to 'Interserve Catering Services Ltd'. The pupil should take the cheque to Mrs Russell in the main kitchen. The Pin will be credited with the cheque amount for their immediate use.

When paying by cheque if you require your child to have a daily allowance, please enter the amount on the reverse of the cheque with the child's full name and form.

## **Refunds**

Refunds will only be given in certain circumstances, i.e. if a student leaves the school. You must fill in the 'Application for a refund' form and take it to Mrs Russell in the main kitchen, with your card. Please give a minimum of one days' notice for this.

## **Activity Report**

There is a facility to request an activity report on your child's daily spend, which will give details of money credited and transactions made. This is a service that will be provided on special request only, where you have concerns and would like to monitor the movement on the Pin number. You will need to complete a 'Request for an Activity Report' form, which should be taken to the main kitchen along with your child's name and form.

Yours sincerely

*A Legge*

Ann Legge  
Premises Manager  
Interserve Integrated Services  
Derby Schools Phase 1