

Cashless Card Dining Services

Information for new pupils and parents

The school your child will be attending operates a cashless card dining service. This is a system controlled by the latest technology, which avoids the need to carry cash. Each pupil will be given a card and cardholder in September unique to them. At no time is any monetary value stored on the card itself.

Some Popular Questions and Answers

Q. How do I credit the card?

A. This can be done in 2 ways:

By Cheque, this eliminates the need for pupils to carry any cash. Cheques should be made payable to WCBC with bankers card details, pupils name and form on the back. Place in the cheque box in the dining room.

By Cash, into the revaluation machines on site. These take £5 and £10 notes, £2, £1, 50p, 20p, 10p coins – **no copper or 5p coins are accepted.**

There is no minimum or maximum amount that has to be credited to the account before it can be used. However the card must be in credit to purchase food.

Q. Can I still continue to pay by cheque?

A. Cheques are encouraged because it means no cash has to be carried. Cheques should be made payable to WCBC and NOT the school. Paying by cheque means you know the money is being spent on food and drink within the school.

Q. When can I use the revaluation machine?

A. Before the 1st bell in the morning, at morning break and at lunchtime. Remember to credit your card in advance before purchasing food.

Q. How do I check if I have credit on my card?

A. Insert the card into the revaluation machine and this will tell you the balance in your account.

Q. How do I know all the money on the account will not be spent in one day?

A. There is a £3.50 daily spending limit which can be altered by informing the cook-in-charge in writing.

Q. I am entitled to a free meal, how does it work?

A. The allowance is credited to your account just before lunchtime to allow you to purchase your meal. **(This allowance if not used will not carry over to the next day).** If you want to purchase food or drink at break you will need to add credit to your card through either cash or cheque. (This will continue to carry over to the next day if not used).

Q. What happens if my free meal allowance has not been credited to my card?

A. Report to the cook immediately, who will check with the main office to:

- Confirm you are still entitled to a free meal
- If you are, your card balance will be changed
- If you are not, you will need to credit your card until a form has been completed and approved by the main office at Ty Henblas.

- Q. What information is available on my child's account?**
 A. Weekly reports are available on the balance statement and descriptions of food purchased from collection at the cook's office (sorry a postal service is not available). An e-mail facility for these reports is currently being developed and will be available in 2005.
- Q. What happens if I loose my card?**
 A. Report it immediately to the cook. You will be given a number to allow you to use/credit your card that day. The cost to replace a new card is £2.00, charged to the cardholder.
- Q. Can anyone else use my card?**
 A. No – every card has a unique serial number and a photo image of each pupil which appears on the system. Anyone found using someone else's card will be reported to the school.
- Q. What if my photograph has not been taken for the card?**
 A. New pupils will have their photograph taken within the first weeks of term.
- Q. What happens if I forget my money to credit my card?**
 A. You will need to see a member of staff to authorise and cover the cost of a meal – this MUST be paid back in full the next day.
- Q. How long is the card expected to last?**
 A. It should last at least 3 years if it is kept in the cardholder provided.
REMEMBER, DAMAGED CARDS WILL HAVE TO BE REPLACED AT A COST OF £2 TO YOURSELF.
- Q. Can I have any say in what my child eats?**
 A. The system has a blocking facility that will identify any items the child is not allowed either by choice or dietary needs. This needs to be confirmed in writing by the parent/guardian.

If you require any further information please contact Vanessa Heritage-Smith
 On 01978 294791.

PLEASE RETURN THIS PROFORMA TO THE COOK IN CHARGE IF YOU WANT TO AMEND THE DAILY SPEND ALLOWANCE OR A FUTURE E-MAIL SERVICE

Change of the daily spend limit to £

E-mail address

Name of Pupil

Form Group

Date of Birth

Signed

Dated