



School Dinners – Payment and Arrears Policy

Last reviewed: October 2017

Payment of school dinners is due in advance, either weekly or half termly. The current cost of school dinners is published on our website under the School Dinners section.

Payment should be made online via our Parentmail PMX system. PMX is available 24 hours per day/7 days per week. Therefore, should you decide to pay weekly for your child's school dinners, payment must be received before each Monday morning.

Please speak to the School Office Team if you have not already registered for Parentmail PMX. This system allows you to keep track of your payments and will provide you with an up to date balance when logging in.

ARREARS

- If your account shows a balance outstanding by Friday of each week, we will contact you via email to request payment of the outstanding arrears. We will also request that you pay in advance for the following week should you wish for your child to continue to be provided with a school dinner.
- If we receive no payment, or contact, within 3 working days of sending the email mentioned above, a further letter will be emailed to you and a paper copy sent home via your child's bookbag. This letter will insist that the arrears are cleared within 48 hours in order to continue to provide your child with a school dinner. If the debt is not cleared within this timeframe, the parent/carer will be asked to provide a packed lunch from home until the arrears are settled.

It is important, if you are experiencing any financial difficulty, that you speak to the Office Manager or Finance Officer, to discuss repayment terms.

- If the debt remains outstanding and no payment arrangement has been made, or if we have received no response to our emails/letter, the Headteacher will request a meeting with the parent/carer. This will also apply if the parent/carer agrees a Payment Plan with the Office Manager/Finance Officer but consistently fails to keep to the payment terms.
- If an agreement cannot be reached at this stage, we will seek legal advice.