A black and white logo

AI-generated content may be incorrect.**Windy Nook Primary School**

**School Dinner Payment Policy**

Windy Nook Primary School is responsible for the collection and reconciliation of all school dinner payments and is liable for any arrears or non-payments.

**Parental Responsibility**

Parents and carers are responsible for ensuring their child(ren) have lunch each day. This may be provided in one of the following ways:

* A paid school meal
* A packed lunch from home
* A free school meal (subject to eligibility)

Application forms for free school meals are available from the school office.

**Payment Expectations**

* **All school meals must be paid for in advance**, unless your child is entitled to free school meals.
* Payments should be made via the **Arbor App** by **Monday morning** to cover meals for the current week.
* If you do not yet have access to the Arbor App, please contact the school office for setup assistance.

**Payment Reminders and Arrears Procedure**

Windy Nook Primary School has a clear procedure for managing school meal payments and any arrears:

* **Initial Reminder**: Parents who have not paid will receive a text reminder.
* **Packed Lunch Requirement**: If payment is not received, parents will be asked to provide a packed lunch until the debt is cleared.
* **Phone Call**: Continued non-payment will result in a phone call from the school.
* **Formal Letter**: A letter will be sent home advising that no further school meals will be provided until the outstanding balance is paid. A packed lunch must be provided in the meantime.
* **Debt Threshold**: If arrears exceed **£13.50**, parents will be contacted and required to provide packed lunches until the debt is cleared.
* **Unpaid Meals**: If a child selects a school meal while arrears exist, parents will be contacted and expected to bring a packed lunch to school.
* **Debt Recovery**: If no effort is made to clear the debt, a final letter will be issued offering a strict repayment schedule. Failure to comply may result in the debt being referred to a professional debt collection agency.

**Absences and Refunds**

If your child is absent and meals have already been paid for, the amount will remain on their account as credit. Any remaining credit at the end of term will be refunded to the original payment method.