



11 December 2020

Dear Parents/Carers

**Re: Important information for ordering meals in Primary from January**

From January we are moving to a new catering company, Culinera. As part of this change, we will be using an online pre-order system for **ALL PRIMARY** meals. We are really excited to announce that Years 3 - 6 will be able to order hot meals at lunch time! Meals will continue to be free to all of Year R to Year 2 children (UIFSM) and those entitled to Free School Meals (FSM), but you **must** pre-order a meal. They will cost £2.30 for children in Years 3 - 6.

**Please note this letter is in reference to children in Primary not Secondary.** Below are details of the steps you need to take to enable pre-ordering of meals. Depending on your situation, you **need** to follow **one** of the following three steps if you would like your child to receive a meal at school from January. This includes children receiving free meals – i.e. children in Year R to 2 and those entitled to FSM.

For any of the three options you will need the following details:

Activation Name:

Activation Password:

**These will be emailed out separately to each individual parent over the next 2-3 working days.**

**1 - Already have a ParentPay account for your child – this includes a current account with CFS**

You will need to login to that account, then click “add a child” button on your homepage. You will then need the activation username and password to do this. This will create two accounts for your child and they will show twice on your account; one will be used for meals and one will be used for school activities.

**2 - Already have a ParentPay account for another child**

If you already have a ParentPay account for another child or another ParentPay school, you can simply login to that account and add your other children via the “add a child” button on your homepage. You will need the activation username and password to do this.



### 3 - New to ParentPay?

Go to [parentpay.com](http://parentpay.com), click login and enter the username and password provided in the activation email. You will be prompted to change these when you set up your account. You will require an email address to activate your account. You can add multiple children to the same ParentPay account using the “add a child” button on your home page.

Once you have registered you will be able to order meals from the 28<sup>th</sup> December. Please note you can activate your child’s account once you have received your activation letter, but you will not be able to see the menu or pre-order **until the 28<sup>th</sup> December**.

If you have any issues with ParentPay during the Christmas break while the school office is closed, Culinera will be able to help you. Please visit <http://cfs.culinera.co.uk> and ‘ParentPay’ or by emailing [pp@culinera.co.uk](mailto:pp@culinera.co.uk)

At the end of this letter are some FAQ’s which we hope will also answer any questions that you may have.

Kind regards

A handwritten signature in black ink that reads 'Gay Grimwood'.

**Gay Grimwood**  
**School Business Manager**