

Cashless Canteen

The canteen at Isca Academy operates a cashless system for all users. The system eliminates the need to carry cash around school throughout the day. Students will be issued with a PIN when they join the school and will be given training on how to use the system. They will use their PIN at the revaluation pay points and tills.

Any amount of money can be paid into a student's account, with the money spent on food and drink deducted on a daily basis. We have two methods of payment option available, coin and note payments to the revaluation pay-points, and by cheque. Cheques should be made payable to "Sodexo" they should have your child's name and tutor group on the back and be deposited in the "cheque point" in the canteen

Students entitled to free school meals will have their account credited with their allowance for use each day.

There will be a daily 'spend limit' programmed into the system of £4.00, this can be increased or decreased for an individual student by making a written request to the school finance office.

Questions and Answers

Q. How do I credit the account?

A. This can be done in 2 ways:

By Cheque, this eliminates the need for students to carry any cash. Cheques should be made payable to **Sodexo** 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, £10 and £20 notes, £2, £1, 50p, 20p, 10p, 5p coins – **no copper is accepted.**

There is no minimum or maximum amount that has to be credited to the account before it can be used. (However the account 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 **Sodexo** 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 account in advance before purchasing food.

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

A. Enter the pin into the revaluation machine and this will tell you the balance on your account.

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

A. The allowance is credited to you each lunch time to allow you to purchase your meal.

(This allowance will not carry over to the next day if not used).

Q. Can anyone else use my account?

A. No – a unique number is allocated to each pupil and a photo image of each student appears on the tills once the pin is entered. Anyone found using someone else's pin will be reported to the school.

Q. What if my photograph has not been taken?

A. New students will have their photograph taken within the first weeks of term.

Q. What happens if I forget my money to credit my account?

A. You will need to see a member of school staff or student support to authorise and cover the cost of a meal – this **MUST** be paid back in full the next day.

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 facility can only be provided if confirmation is provided in writing by the parent/guardian.

Q. Do I get a receipt from the revaluation unit when I credit my account?

A. No. Although when you enter a number your account is recognisable prior to putting in cash. If you feel a mistake has been made it should be brought to the attention of the catering team immediately where an investigation can be carried out.