



28th March 2023

Dear parents and carers,

We are writing to inform you about some changes that West Sussex County Council have introduced, regarding Chartwells hot meals. These changes affect every child in school.

The new system that is being put in place is called **ParentPay**. This system enables all parents to select and pre-order their child(ren)'s specific meals, and pay for them where applicable.

- All parents of children in KS1 (Reception – Year 2), who have hot meals, will need to order these directly themselves via ParentPay.
- All parents who have children eligible for Free School Meals (from Reception to Y6) will need to order their meals directly themselves via ParentPay.
- All parents with children in KS2 who have paid hot meals will need to order and pay directly themselves via ParentPay.

The school will have no option to book any meals for any children, and the meal that is chosen by the parent/child is the meal that the child will be given for that day.

You will receive an email today from platform@parentpay.com titled 'ParentPay Activation', this will enclose the instructions for setting up your new account and how to use the ParentPay system.

Parents will need to ensure that they activate their accounts as the first cut off for meal ordering is **23rd April 2023** for meals week of 2nd May 2023.

Parents will then be responsible for ordering all hot meals. Meals have to be ordered 10 days in advance.

The school has already placed meal orders for 17th April until 28th April. However, it is parental responsibility after this period.

We ask that parents are patient with staff while we all get used to the new system.

Many thanks for your continued support,

C. Bennett

Caroline Bennett
Headteacher

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