



New Dinner Booking system from January – FOR ALL PARENTS of Children in years 3-6

- The vast majority of our parents now use Tucasi to pay for their children's school dinners
- Nearly all of our parents respect the Surrey County Council "no debt" policy, paying for the half term's dinners at the start of the half term
- The Tucasi system has the added facility that it can be activated to **allow parents to book their children's dinners** in advance (as long as there is a positive cash balance on your child's account).
- Many of you have indicated to would like to be able to have more flexibility in varying the days your children have lunches or changing the payment intervals

The New System from January:-

- To enable more parental choice and control, we have activated the **parental booking** setting on Tucasi
- STAGE 1 - Make your payments for school dinners on Tucasi, by entering the amount you are paying in the "Enter Top Up" payments box and proceed through the "checkout"
- STAGE 2 – return to the home screen, **you now need to select the "Order Meals" button** and book the dinners that you have paid for on the calendar.
- When you click on a date on the calendar, you will need to select the "H: Pupil Meal £2.30" and click "OK" to populate the meal choice onto the date on the calendar. **Repeat for all dates you want to book.**
- You can log back onto the system again at **any time** to make your next payment and book further dinners with the monies you have put on your account
- Dinners can be booked up to the day before the meal
- **we will no longer pre-book dinners for Junior age children unless specifically asked to do so**
- dinners CANNOT be booked unless they have been paid for
- **If you have not paid for AND booked a school dinner for your child, please send them with a packed lunch. They will not be given a school dinner unless it is an emergency**
- OF COURSE we do not want to see the children go hungry and if they have left their packed lunch at home and you cannot get it to us, we will still arrange an emergency lunch for them, but ask that you pay for it as soon as possible
- If you require an **unplanned emergency meal**, you will not be able to book a meal online for the same day **but the office staff can still do this for you if you phone in**

The aim of the new system is to provide flexibility for parents as well as to reduce the time the office staff spend chasing the few parents that allow their accounts to go into arrears. If you need help using the system then please contact the school office (by email if possible) and we will be happy to help you to get up and running!

Please note: **INFANT** school dinners will continue to be booked by the school for your children unless you have told us that they will be bringing packed lunches.