



Highworth Warneford School

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September 2020

Dear Parent/Carer

Cashless Catering System

I am pleased to announce that Highworth Warneford School is installing a cashless catering system. This incorporates the latest technology and eliminates the need for students to carry cash to pay for food and drink. The system will become operational from Monday 14 September.

Pre-Order Online System – Packed Lunch and Snack Option

As you are aware, due to the Covid -19 social distancing measures that the school has implemented, we are currently unable to have large numbers of students queueing to purchase food from the canteen. Therefore, until further notice, we are providing a reduced menu comprising of a packed lunch and/or a hot snack, which will need to be pre-ordered and will be delivered to your child's social area. You can view the packed lunch menu (and the associated list of allergens) on our school website through this link: [Menu Link](#)

Your child will be able to connect to the pre-order facility through the school's remote access system, under the "Start" menu. It is likely that your child has already connected remotely; however, if they haven't, the following video will provide detailed guidance of how to access the network. We have also uploaded a video showing students how to utilise the pre-order function on our website (Learning/Remote Access)...or use this link: [Video Link – Remote Access & Pre Order](#)

If your child has forgotten their remote access password (which is the same as their normal school password!), please send an email to the following address requesting that their password to be reset: passwordreset@warnefordschool.org

Please note:

- Packed lunches will be available to pre-order from 2pm on the previous day until 9am on the day the lunch is required. The system will be open from 2pm on Friday 11 September for lunch orders on Monday 14 September.
- If your child is entitled to a Free School Meal, they will still need to access the pre-order system to make their selection – they will automatically have credit applied (see below).

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Online Payments

In order to utilise the cashless catering pre-ordering system, please make a payment online using the following link to [ParentMail](#).

Once logged in as normal, you will be able to top up your child's balance under the "Account" section. Food will not be able to be pre-ordered without credit being available.

Free School Meal children do not need to top up their accounts, as a credit will be loaded automatically to the pre-order system each day. However, should students wish to purchase food in excess of their daily allowance, funds will need to be credited to their account via ParentMail in the same way as described above.

If you are experiencing difficulties in making a payment within ParentMail, please contact our Finance Department on finance@warnefordschool.org or call the school and select option 2, where you will be able to speak to someone regarding your queries.

Future Functionality

Once we feel it is safe to do so, we will reintroduce the full hot and cold menu options from the Canteen in addition to opening up the full capability of the cashless catering system. This will include students being able to purchase their food using either biometric, card or pin code options. Once we are in a position to offer this functionality, all students will be given further training.

I know this seems like a lot to take in but please do try it out. Packed lunches are fine but I know that many students (and parents) would prefer a school-supplied option, even if not every day!

Yours faithfully,

A handwritten signature in black ink that reads "A. Steele". The signature is written in a cursive, flowing style.

Andy Steele
Headteacher