



Burscough Priory Academy
www.burscoughprioryacademy.org
Headteacher Mrs L MacLaren

Ref: 3612

15 December 2025

Dear Parent of <<**Student Name**>>,

First of all, thank you for your enduring patience. We have waited until this point to contact you following extensive development of trialling of the CivicaEats app by the company. Our testing in school has led us to a point where we have a reliable, working system for pre-order lunch. Thank you to the students in Year 7, 8 and 9 students who have helped us trial and practise the system.

Some detail:

- This is advance notice of the system becoming **live for all students on Monday 12 January**. Until then, the break time ordering system will exist. Please do not place any orders on the app until we notify you that service is live – likely at the end of Week 1 of the Spring Term.
- This service is exclusively for the existing pre-order and pick up menu. There is no pre-order service for breakfast, ROSLA or for the hot servery.
- If a child is eligible for Free School Meals, the allowance will be visible and available for use. Up to a value of £2.90.
- The option of pre-ordering will not be available if a child is in debt.
- Ordering can be completed in advance for one week and will **close at 8.30am** in the morning for that day. After this time, students will not be able to pre-order a lunch but will be able to use the other service points in school.
- If your child is absent from school and a pre-order has been made, this needs to be **cancelled by 8.30am** or it will be chargeable. This can be done in the order history section of the app.

Attached is a step-by-step guide for the initial set up, but in summary:

- a. Download the app
- b. School ID **c-8884024** (this is case sensitive)
- c. OTP <<**studentname**>> (this is unique to your child)
- d. ID, for example **BPA-25MaclarenL**
- e. **Password** – used to get onto the school system
- f. You will be prompted to **set up a four-digit pin number**
- g. Following set up, use the attached guide to make an order



An Endeavour Learning Trust School
Registered in England
Company Registration Number 7848372
VAT Registration Number 125718416

📞 01704 893 259

✉ enquiries@burscoughprioryacademy.org
📍 Trevor Road, Burscough, Lancashire, L40 7RZ



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The next two school weeks, before and after the holiday will allow us to get set up and ready to use the system. If you have more than one child in school, you will receive an email for each. If you have any queries or need support after consulting the user guide, please contact school on enquiries@burscoughprioryacademy.org and mark the subject CivicaEats Enquiry.

E Pluribus Unum.

Yours faithfully,

L. MacLaren

Headteacher



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