

School Meal Account Updates

The school is committed to supporting all pupils and provides a free breakfast service for all pupils from **8.15am each school day**.

School Meal Accounts

At Holy Family Catholic High School, all school meal purchases are managed through our cashless catering system.

Parents and carers are responsible for ensuring that their child's meal account remains in credit by topping up funds through **ScoPay**.

Payment of School Meals

- All meal payments must be made online in advance via **ScoPay**.
- There are no longer any cash deposit machines in school to accept cash payments for school meals.
- Parents and carers should regularly monitor their child's account balance and ensure sufficient funds are available for daily purchases.
- ScoPay allows parents and carers to set up **balance notifications and alerts**, which can help identify when an account is running low and requires topping up. **We strongly encourage all families to make use of this facility.**

Daily Spending Limits - £10 Maximum Per Day

To help pupils manage their spending and to protect family accounts, the following daily spending limits are in place:

- £5 maximum spend at morning break.
- £5 maximum spend at lunchtime.

If you would like your child to have a higher spending limit, please contact the school and we will be happy to review and increase the limit where appropriate.

Outstanding Balances

Following advice from **Chartwells**, our catering provider, from Monday 12th October 2026, pupils whose meal account reaches an outstanding debt of **£15 or more** may be refused the purchase of school meals until sufficient funds have been added to reduce the balance.

Parents and carers will be expected to clear any outstanding debt promptly and ensure that their child's meal account remains topped up and in credit.

Important Information for Parents and Carers

Morning break lasts only **15 minutes**, which means there is very limited time for pupils to identify a low balance and for parents to add funds to an account during the school day. To avoid disappointment and delays at the till, parents and carers are asked to carefully manage their child's ScoPay account and make use of the **balance notification service** where available.

Working together will help ensure a smooth and efficient catering service for all pupils.