

14<sup>th</sup> July 2025

**IMPORTANT INFORMATION – ORDERING SCHOOL MEALS FOR SEPTEMBER**  
**Removing Cypad from ParentPay School Meal Ordering System**

Dear Parents/Carers

At the start of the summer holidays Chartwells will be removing Cypad from ParentPay's school meal ordering system. Cypad, is a menu management tool which links the ParentPay ordering system to Chartwells menus. Cypad works in the background so users will not see any change whatsoever.

Your ParentPay account will look and work the same. There will also be No effect to your current balance.

This change will deliver lots of improvements to your user experience and remove many of the issues that parents have reported over the last 12 months. You will also now be able to order for a full half term at a time (a full term at a time when there isn't a menu change at half term).

It will take the IT team at ParentPay a few days to remove the integration to the Cypad server. Only then can Chartwells load menus onto the ParentPay server. This means that you won't be able to order meals for the new school year immediately.

We expect that you will be able to order meals from Monday 4<sup>th</sup> August. We email you via ParentPay to confirm when menus are live and ready for you to order lunches.

Let me please state once again that this change Will Not Affect your ParentPay Account at all.

If you do need any support during the summer holidays, please contact:

ParentPay Support on 02476 994820 or Chartwells Support on 0800 917 6818

Kind Regards

David Tungate,

Chartwells Regional Manager