



# A simple guide to the new food ordering system

A new school lunch ordering system, ParentPay, is coming to your school.

Book all meals, universal, free or paid, order online.

It's easy, quick and safe.  
Select your meal choices in advance.

**DON'T FORGET!**  
**SCHOOL MEALS ARE FREE FOR ALL PUPILS IN RECEPTION, YEAR 1 AND YEAR 2.**

Dear Parents,

Chartwells regularly conduct parent surveys and work with West Sussex County and individual schools to better their service. In response to feedback they will soon be launching a new lunch ordering system which will give you more control over the meals your child receives.

Every child will have now brought home a letter (please check book bags, it has also been emailed to you) with access details to ParentPay.

**Anyone who has a hot meal has to order online via ParentPay.**

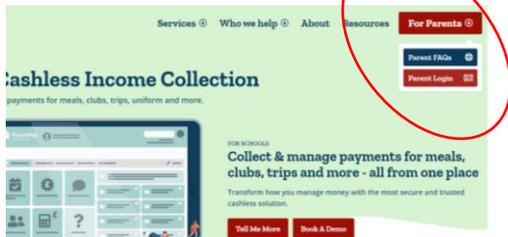
**This includes: FSM, Reception and Years 1-2 and those who pay for a meal for years 3-6**

To access ParentPay and activate your account please follow this link:

[www.parentpay.com](http://www.parentpay.com)

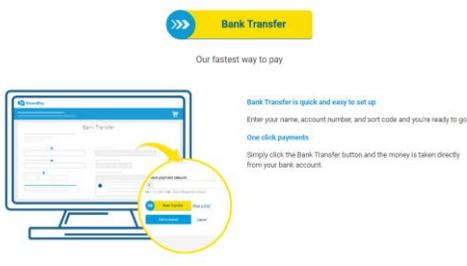
Look for the ParentPay app where ever you download your apps from.

1)



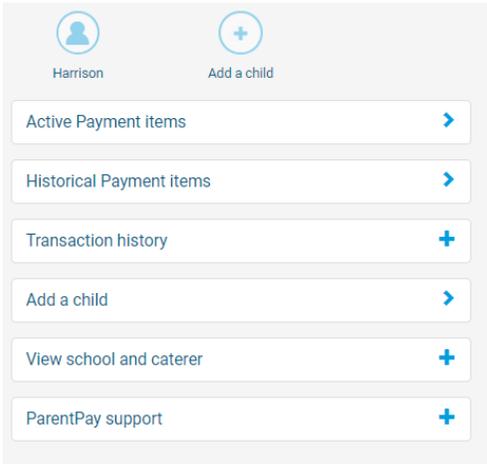
- Click on parent log in
- Enter child's date of birth
- Enter your name and email details.
- Set a password then verify the email by checking your inbox.

2)



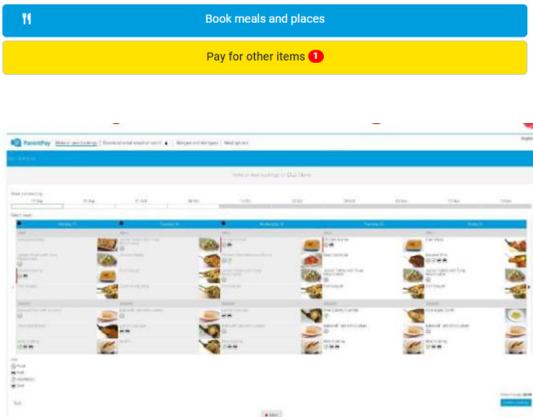
You will then be given the option to set up bank transfer payments. Remember, if your child is in Reception, Year 1 or Year 2 or if your child receives Free School Meals you will not need to pay.

3) Your ParentPay home page will now open up. If you have more than one child then you can add them here.



Please use the 'add child' button on the left of the page to add other children.

4)



Click on the blue button under your child's name to book their meals and pay if required. You will be able to find the full menu for the coming weeks and be able to pick specific meals. You will also be able to let Chartwells know if your child has an allergy or dietary need.

Orders for free and paid meals need to be placed by midnight on Thursday 10 days ahead of the week required.

There is no charge for Universal Infant (Years R-2) and Free School Meals (FSM). On confirmation of the order the balance will show as £0.00. Orders can be placed for

each half term or up to 10 weeks in advance, and amended until the cut-off date.

Chartwells reserve the right to temporarily serve substitutions, all items subject to availability. If a substitution is permanent, the menu on ParentPay will reflect this change including special diets.