



# Welcome to Academy Catering

## It's a whole new experience

Academies offer a cafeteria style service with a range of freshly prepared options.

In addition to the main lunchtime service most schools offer a breakfast and morning break service. Items can be purchased individually or as part of a meal deal.

### **- Cashless Catering in Academies -**

**As part of the transition to the Academy pupils will be issued with a Young Scot National Entitlement Card.**

We offer an online payment service to add funds to a pupil's account. It is easy to use and gives parents/carers the freedom to make payments 24 hours a day, seven days a week.

For parents/carers who made use of the on-line payment service for Primary school, your account and remaining balance will be moved onto the pupil's Academy account automatically.

Parents/carers who are not registered on the payments service may do so by following the web link below.

<http://www.aberdeenshire.gov.uk/schools/meals/online-payments/>

**Please note - It is important to make sure there are always funds on a pupil's account to ensure purchases can be made.**

Most Academies offer a **Pre-order service**. Check out the menu on the Pre-order unit where you will find a range of choices to order in the morning for collection at lunchtime.

Parents/carers who make use of the online facility can also view an account balance and all purchases made by a pupil.

For pupils with free school meals entitlement the system works the same with the option to add extra funds onto an account enabling additional items to be purchased at any time.

There is also an option to pay cash or cheque at the school but we would encourage parents/carers to register for online payments.

## **Frequently Asked Questions**

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### ***What happens if I lose my card or it is damaged?***

Report any lost or broken cards to the school office. They will order a new card for you.

### ***What if I don't have enough money on my card, will I still get lunch?***

Yes. Each Academy has its own procedure. Please ask at the school office or speak to your guidance teacher.

### ***I have funds on my card but have forgotten or lost it. Can I still get lunch?***

Yes. The catering team can view your account and if you have enough funds on your account you can make a purchase.

For more information view our web pages at –  
<http://www.aberdeenshire.gov.uk/schools/meals/>  
E-mail - [Academymeals@aberdeenshire.gov.uk](mailto:Academymeals@aberdeenshire.gov.uk)