

**From the 01/09/2016 Varndean School will be operating a Cashless Catering system to pay for food in the canteen.** This will allow students and staff to use a cashless catering card to buy food and beverages rather than having to bring cash to school.

The Cashless Catering Card works like a debit card, holding a balance from which any purchase amount is deducted. Parents can top up the account balance by making online payments via wisePAY, or by using cash-loading machine that is installed in school canteen. Balances can be checked at the cash loaders when the canteen is open for Students:

08:00/8:45 am

10:45/11:00 am

12:35/13:20 pm

15:05/15:30 pm

### **Cashless Catering FAQs:**

#### **What is the purpose of the cashless system?**

The aim is to shorten queues at lunch time by making payment faster. As many as 200 students pass through the canteen in a 10-minute period during a typical day. It is also more convenient for parents and students not to have to bring cash to school every day. The system also provides enhanced sales information, helping Varndean Catering with menu-planning.

#### **Who do I contact if I have any queries about the food or about wisePAY?**

If you do have a question that can't be answered here then you can email [food@varndean.co.uk](mailto:food@varndean.co.uk)

#### **How is the card used to purchase food and drink?**

The card is scanned at the till and the money spent deducted from the balance.

#### **How does my child get a card to use in the canteen?**

All students will be given their first card for free when they begin attending Varndean School at the start of Year 7.

#### **How can I top up my child's card?**

The card can be topped up online by logging on to your wisePAY account, you will receive a user name and password, you can then credit money using a debit or credit card. The link to wisePAY can be found on the school website at [www.varndean.co.uk](http://www.varndean.co.uk), click on the menu and you can find the link to the left of the page.

Cash can also be immediately credited to a student's account using the cash loaders at school, by swiping the card and then inserting money. The cash loaders accept **£20, £10, £5** notes and also **£0.50p, £1.00 and £2.00** coins. Please ensure that your child brings a note into school as it is not often possible to change coins for them.

#### **How do I check my balance?**

You can check your Balance on line at wisePAY, at the cash loader or every time that a transaction takes place at the cash register.

### **How much money will my child need per day?**

It is of course entirely up to you how much money you wish to top up your child's card with. Details of items available and their cost can be found on the School Website at [www.varndean.co.uk](http://www.varndean.co.uk) by going to Menu - Families - York Place Diner.

A lunch time meal of a main and desert is available daily for £2.20. (this does not include a drink) The average daily spend on student's cards is £1.20 at break time and £3.05 at lunch.

### **What if my child losses their card?**

If a card is lost please notify Varndean immediately and the lost card can be deactivated. Loss of a card will not mean financial loss to the cardholder; the balance of the card is held on a secure database and can be transferred to a new card. If the card is not found, a new one can be issued and will carry all the previous data and balance. If your child losses their card they will need to go and see the canteen staff who can arrange to have a new one issued, there is a charge for a replacement of **£3.50 for a new card or £5.00 for Key fob & holder.**

### **What if someone else tries to use my child's card?**

When a student uses their card and swipes it to make payment a photo comes up on the screen so that the till operator can verify that it is the correct student using the card.

### **What happens if the card account runs out of credit?**

On occasion we understand that you may have forgotten to top up the card, or not realised the balance has got too low, in this case students are allowed a temporary overdraft facility of £?? , this must be paid back the next day. If this £ limit is exceeded, the card cannot be used until it is back in credit. (Please see overspend policy below)

### **What if a student forgets their lunch card?**

If a student does not have their card with them when they come into the canteen they will need to queue up so that we can check their account and give them a permission slip to get lunch that day. They will then again need to queue up again to get their lunch. This can cause long delays at the till and will take a lot longer for your child to get their food, so please try and ensure that your child always has their card with them.

### **Can cash be used to pay for any food at Varndean?**

No, our till system is not set up to allow us to accept cash in the canteen, you can however send your child in with cash in the form of a note so that they can load it on at the cash loader machine at the back of the canteen.

### **Can I limit the amount my student spends each day?**

Yes, parents can place daily or weekly spending limit on students' accounts. In order to activate this control parents will need to inform Varndean School in writing.

### **How can I see what my child is spending?**

You can view information by logging on to wisePAY and going to the 'My Wise Account' section, here you can see any money that has been loaded on to the account and the purchases that have been made. Please note the Free school meals allowance will not show up online.

### **Will I get a receipt for my purchase?**

When you load money on to the card using wisePAY online you will be sent a confirmation email as receipt of this purchase.

### **Overspend Policy**

It is important that student's always ensure that their card is kept topped up, however it is also important to ensure that students have something to eat at lunchtime. If this is the case and they have nothing to eat then they can have one of these emergency food options:

**Morning break:** 1 x £0.85 food item          No drinks

**Lunch time:** 1 x hot pasta £1.30      No drinks

The student will need to queue up and get an emergency food slip from the Director of Catering, he will check the account and add the emergency lunch item on. You must then ensure that the money for this is put onto the account by the next morning, along with enough money for the next day/s lunches.

Students who do not repay the emergency food cost by then, or who try to bypass or abuse the system will be referred to their School base.

### **Free School Meals**

FSM allowance of £2.20 are loaded daily on to the card, the balance of the allowance will only show at the till, this will not show online on wisePAY or at the Cash Loader in the canteen, if the allowance is not fully spent on the day there is no rollover facility for the balance. FSM allowance cannot be used for breakfast service it is activated after 9am.

The balance of the allowance will only show at the till, this will not show online on wisePAY or at the Cash Loader in the canteen, if the allowance is not fully spent it will be lost, there is no rollover facility for the balance. We do advise that where possible to top up the daily allowance with some money to allow the student to purchase additional items if needed.

### **Kiosk for pre-ordering - Click & Collect service for all cold food items and Beverages**

If you have any queries with regards to the above, please email

### **Allowances**

Staff Duty allowance of £2.20 per daily are loaded on a weekly basis on to the card, the balance of the allowance will only show at the till, this will not show online on wisePAY or at the Cash Loader in the canteen, if the allowance is not fully spent by the end of the week it will be lost there is no rollover facility for the balance.

### **New Students**

Once a student has been registered on our SIMS system then they can be issued with a card, this is the same for all students, including those receiving Free School Meals. New students starting with us in year 7 will be issued with a card on their first day and told how to use it.