

Frequently-Asked Questions

Parent Mail Guide to Topping Up can be found here [Dinner Money | ParentMail Help](#)

Q What methods of payment can be used to credit my child's account?

A You need to use a credit or debit card to top up your child's account using the Parent Mail / +Pay system. Please also refer to the Parent Mail User Guide for Topping Up your child's dinner money in the parent area of the website.

Q How can I check the credit on my child's account?

A Your child will be advised of credit at the point of payment, and you can log into your account to check and add to the balance.

Q Can I request a daily 'spend limit'?

A Yes – A daily 'spend limit' will not be set unless requested by the parent / carer. Requests should be made to the catering manager – see below for who to contact with queries.

Q What happens if my child's account is not in credit?

A We will provide an overdraft facility which will allow each account to go into debit to the value of £1.00. You will receive an automatic reminder when the balance of your account drops below £1.00.

We are aware that occasionally there are exceptional circumstances that cannot be planned for. Pupils will be advised to speak to a member of staff at the canteen if they have any concerns around the payment of their lunch. The school reserves the right to make a one-off addition to your account to a maximum of £3.00 ONLY in exceptional circumstances.

Q How do 'free school meal' entitlements work?

A If your child is in receipt of Free School Meals your child's account balance will automatically be credited with the current rate of £2.30 per day. This amount can be used at break and lunchtime, but as with the current system any unspent funds cannot be rolled over to the next day. If you wish to top up your child's account in addition to the FSM balance you are welcome to do this. Students with free meal entitlements remain anonymous at all times

Q Can anyone else use my child's account?

A Photographs of the student will show at the point of payment for verification of identity.

Q My child has an allergy, how will this be monitored?

A All allergy records registered with the school will be entered on to the Cashless System. When students attempt to purchase an item, which has ingredients to which we have been alerted that they are allergic to, the system will alert the operator. Primary responsibility remains with the student for their choices, in line with their medical needs.

Queries should be directed as follows

catering@reephamhigh.com queries relating to spend limits, and allergen information.

data@reephamhigh.com queries relating to Parent Mail set up and access.

rhsc_finance@reephamhigh.com queries relating to financial matters.