



Longford Primary Academy

Principal: Mrs Louise Lawrence
BSc (Hons), PGCE, NPQH

Ascot Drive
Cannock
Staffordshire
WS11 1PD

Tel: 01543 227410
www.longford.staffs.sch.uk
email: longfordoffice@sbmat.org

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Dear Parents

We have some exciting news!

We are pleased to announce that Cypad our new School Meals Ordering system will be going live this weekend, for meals from Monday 23rd January onwards.

The new system will allow you to choose your child's school meals from home, via the **Parentpay** booking system. We will no longer be using the Chartwells/ Blue Runner platform.

Simply log into your ParentPay account as normal click 'book a meal' (those without ParentPay accounts, please contact the school and we will advise how to set this up).

IMPORTANT:

- Please remember, you cannot order a meal if you have any arrears on your account, so please pay in advance for your child's meal.
- Please also note, if your balance is £0.00, a meal must be paid within 2 hours of ordering.
- Finally, you have until 8.00am in the morning to order your child's meal – should you miss this time, please speak to the school office.
- Any preorders from Monday 23rd that you have already booked on Chartwells will need to be reordered via ParentPay.
- Children will not be able to amend a preordered meal, please ensure you have made the meal selection together to avoid disappointment.

Please read the parent introduction letter:

<https://www.longford.staffs.sch.uk/admin/ckfinder/userfiles/files/Curriculum/Overviews%2021-22/ParentPay%20meal%20bookings%20-%20parent%20introduction%20letter.pdf>

For the ParentPay booking guide please follow this link:

<https://www.longford.staffs.sch.uk/admin/ckfinder/userfiles/files/Curriculum/Overviews%2021-22/ParentPay%20Parent%20%20Booking%20Guide%20to%20include%20cancelling%20meals.pdf>

If you have any questions, please do let us know.

Kind Regards

The Office