



Peterchurch, Herefordshire HR2 0SG | 01981 550 231 | admin@fairfield.hereford.sch.uk | Head Teacher: Mrs S L Gaston

25th May 2023

Dear parents and carers,

Having successfully improved the quality of our school lunches thanks to our new catering company, we are now looking to improve the payment system so that students can spend less time queuing and more time enjoying their lunch break. The new system is similar to the current system, except that students will each be issued with a fob with a QR code which they will scan for their lunch. The system is completely cloud based and GDPR compliant and utilises the most up to date technology in our dining hall, canteen and the cabin. This means that we should be able to serve more students in the time we have available.

This new system will link to Parentpay to keep you informed of available balances for your child(ren).

Below is some useful information and FAQs to keep you informed ahead of the start date of Monday 5th June 2023. Please read these carefully and get in touch if you have any questions or concerns.

Thank you for your continued support.

Yours sincerely,

Sue Gaston

Head Teacher

Frequently Asked Questions

What changes do I need to know about?

Every student will be issued a unique QR code and PIN which they will receive on a fob during form time on 5th June 2023. Year 7 forms on the Carding Mill trip on Monday will get their fobs on Tuesday 6th June. Students need to keep this QR code and/or PIN safe. After a student has chosen their school meal, they will scan their fob at the till to pay for their food.

If a student does not have their fob they will be asked to enter their PIN code. Please ensure that your child has a copy of their fob and PIN number – as a photo on their phone for example. If a student completely forgets their QR fob and PIN the school office who will have details.

A member of the catering staff will confirm the student's name and record the meal against the student's account. If your child receives Free School Meals (FSM) the process is identical to this to ensure there's complete anonymity.

How can I see my child's account balance?

The new till system will link to Parentpay. This shares information about payments made so you can see the balance of your child's account. You will also be able to top-up your child's account using Parent pay too.

How does Free School Meals work with this new till system?

Those students who are eligible for Free School Meal will remain anonymous at the till point. The process of recording a meal for an FSM-eligible student and a non-eligible student is exactly the same. A credit of **[£3]** is added to their account every day. They are able to spend this amount on food and refreshments within the school's catering facilities during that day. If they want to make purchases beyond this amount you will need to ensure there's a credit balance on their account which can cover the difference. You can do this by using Parentpay.

What should I do if I have any more questions?

Please contact the school office by emailing admin@gvsc.org.uk or phone 01981 550231.