

ONLINE BOOKING/PAYMENTS – FAQs

Can more than one parent/carer have an account for a child?

Yes – the account initially has to be set up by one parent/carer, then registration codes can be issued to others. No parent/carer will be able to see other details, only information about the child.

We know that in some instances other relatives (e.g. Granny or Grandpa) make contributions for school trips, and they can set up an account too (we would require parental permission for this).

Will I be able to order and pay for uniform, water bottles and book bags?

Yes, all items that we sell through the school office will be available through the SCOPay website.

Can I book meals for a whole term or year in advance?

Yes, you can book meals for as far in advance as the school has put them in the system.

Will the system store my credit/debit card details?

No.

What are 'Alerts'?

Alerts can be set up if parents/carers wish to be notified of, for example, a new school trip or an outstanding balance on school meals. This has to be activated by each individual parent/carer on their account – instructions are given above.

Is there a minimum payment amount?

There is no minimum payment amount.

When I look at a child's account I can't see a record of which days he/she had meals.

The report will only show actual days if you booked them online. If the school office booked them on your behalf, you won't see the detail, just a summary.

What happens if my child changes his or her mind about what they want for dinner when I've already booked them?

You can change your choices until the day before your child is due to take the meal – just log into the system as usual and select the meal your child would like. You cannot change the choice on the day.

If I know my child is going to be out of school for a holiday, taking part in a school event, at a medical appointment, etc., and I've already booked dinners, what should I do?

If you remember (!), we would appreciate you accessing the system and cancelling your child's meal order. Otherwise we will keep a watchful eye on the system, and cancel orders appropriately. You won't be charged for meals that are cancelled, so if you have pre-paid it will appear as a credit on your account.

What happens if my child is ill on the day I've ordered a dinner?

Again, if you are able to do so in advance, please log into the system and cancel the meal. We will cancel meals for pupils registered as off sick, and you will not be charged for that day.

If I've paid in advance for dinners and my child decides that he/she would rather bring a packed lunch from home, can I get my money back?

Yes, just let us know and we'll arrange a refund for all meals not taken.