



# Chartwells

So much more than fantastic food

Dear Parent / Carer,

Chartwells is the leading provider of catering and support services to schools and is proud to be the supplier of lunches to your child's school.

Each school meal is freshly prepared by a team of chefs and kitchen staff and offers a healthy and tasty meal to support pupils' development in school.

We have a three-week rotating menu of nutritionally balanced meals with a choice of three different hot meals every day, including a vegetarian option.

We use an online, cashless ordering system provided by ParentPay which allows you to select the meals that your child enjoys and pay for them without the need for cheques or cash. The system is both secure and flexible and meal choices can be changed or cancelled at any point up to the cut of time of midnight on Sunday for the following week.

If you have a child in Reception, Year 1 or Year 2 your child can have a school meal every day for free under the Government's Universal Infant Free School Meal Scheme and these are also ordered via the online ParentPay system.

We have a dedicated Chartwells helpline for any queries relating to your child's meals and you can contact us on 07818 944478 or you can email us at [creativekitchenadmin2@compass-group.co.uk](mailto:creativekitchenadmin2@compass-group.co.uk)

Yours sincerely

The Chartwells Team



## How do I activate my account?


To create a new account, you will need to have the account activation letter provided by your school to hand. You will also need to be able to access your email as your email address will become your new username and is used for the verification process.

If you have lost your activation letter or not yet received it, please contact your school.

1. Navigate to [www.parentpay.com](http://www.parentpay.com)
2. Select **Login** at the top right corner of the screen
3. Enter the **username** and **password** (activation codes) provided in your account activation letter. (Code 1 = Username, Code 2 = password) and select **Login**
4. Complete the activation as detailed on the screen.

*You can now log in to your account.*

## New - How do I book meals for my child?

1. Navigate to [www.parentpay.com](http://www.parentpay.com) and log in
2. Select the **Make bookings for...** button with the  symbol to book meals for your child (bookings must be enabled for this child)
3. Select **Make or View Bookings**
4. Use **Make bookings for...** to select the meal time e.g. Lunch time and the appropriate period and then select the **Make or view bookings** button
5. Make your choices from the menu
6. When you are finished your booking summary will be displayed. **Select Confirm bookings\***
7. Review the order summary details and when ready select **Pay now**
8. Complete the secure checkout. You will be given a final opportunity to review your purchases prior to committing your card payment.
9. You will receive an onscreen notification when you have completed your payment.

*\*If **Payment due** section displays £0.00 no further action is required you will receive an onscreen notification to confirm these bookings.*

*\*If **Payment due** value is greater than £0.00, you will be directed to the order summary page to complete your payment. If payment is not made within 2 hours your bookings will be cancelled.*