



# Christ the King Catholic Voluntary Academy

## Policy on Negative sQuidcard Balances



May 2021



In order to provide students at Christ the King CVA with the best possible food service with our contracted caterers, Aspens, the following procedures, regarding negative account balances, will be implemented with effect from 1 September 2021.

1. Christ the King CVA uses sQuidcard as the means for purchasing food in school. sQuidcard is an online **pre-payment system** which requires parents/carers to ensure funds are available to enable students to order their meals/snacks at lunch and break-time. That means having funds in the account to pay for food/drink. It is not like a credit card.

2. If a food account balance becomes negative (in debt), a courtesy email will be sent home asking for funds to clear that debt otherwise the student will be unable to purchase a meal.

3. Students will, however, be allowed to obtain a meal the following day in order to allow time for parent/carers to top up the sQuidcard balance. However, if that balance is not credited with sufficient funds to clear the debt and cover the cost of a meal (currently £2.30) then we are unable to provide a meal for that student.

4. If a sQuidcard balance remains in debt, we will send reminders to parents/carers to top the balance up. If you are unable to clear the debt you can arrange a repayment plan, which will need the agreement of the Support Services Manager.

5. We strongly urge you to discuss any sQuidcard debts with us. We want to help you and provide for your children. However, if the sQuidcard debt remains we will pass it to the Our Lady of Lourdes CMAT for their action. You are advised that this may involve a legal pursuit for recovery.

6. Parent/carers are encouraged to submit a free school meal applications forms if they think they meet the criteria. Applications can be submitted at any time and this can be done via our website at <https://www.christtheking.notts.sch.uk/free-school-meals/>

7. Parents/guardians are strongly encouraged to monitor their student's sQuidcard balances and where possible to use the auto-top up facility.

8. Christ the King CVA is committed to providing a quality meal to those who participate in the school meals system. However, the responsibility lies on the parent/guardian to satisfy all financial obligations using sQuidcard in a timely manner.

9. Please contact [squid@christtheking.notts.sch.uk](mailto:squid@christtheking.notts.sch.uk) if you have any questions or concerns.