

Lunch Booking and Payment Information Sheet

School Lunches	This information sheet provides details of how to use SOCPAY to order and pay for school lunches.
How do I access the SCOPAY system?	SCOPAY can be accessed on the internet www.scopay.com There is also a SCOPAY mobile app. Access letters with instructions on how to register and the SCOPAY system are provided by the office to all school parents and carers. Contact the office if you do not have the letter or need it resent. All parents and carers can have individual access. You will need individual link-codes for this. Contact the office if you need a new code.
How do I order?	Once you are logged into the system, under Dinner Money, click the 'order meals' button to select and order a meal for a specific day.
How do I get help with the system?	There are lots of useful help guides and FAQs on the system. Once you are logged in click on HELP at the top of the page.
When can I order?	Lunches can be ordered anytime up to midnight the day before the meal is required. Lunches can be ordered individually or in a block. Bookings are open for a full term.
How do I cancel a meal?	Ordered lunches can be cancelled up to midnight the day before. A refund will be made to your SCOPAY account.
What if my child is absent?	If a lunch has been ordered, but your child is sick or has an authorised absence, the meal will be cancelled by the office and the cost refunded to your SCOPAY account. If your child has an unauthorised absence from school you need to cancel the meal before midnight the day before to receive a refund onto your SCOPAY account. Lunches cannot be cancelled on the day.
When do I pay?	Lunches must be paid for from credit on the account when they are ordered. In July, lunches may be ordered if the account is in debt. From September, the system will not let you order a lunch if there is no credit on the account. You may need to add credit before you order.
How do I pay?	Payment is made on the system with a debit or credit card. We are no longer accepting cash in school. Please contact the office if this causes any difficulties.
How much is it?	In Reception, Year 1 and Year 2, lunches are free under the Government's Universal Infant Free School Meal Scheme. In Year 3, Year 4, Year 5 and Year 6, lunches are £2.30 per meal. Lunches are free for our Free School Meal Pupils in all Years.
What if I forget to order a lunch?	We need lunches ordered on the system, but if you forget or have an emergency, please call the school office to arrange a lunch for that day.
Questions?	Contact the office. Office.2513@badgemore.oxon.sch.uk 01491 575665