

Frequently Asked Questions

What is the deadline for ordering meals?

The deadline for ordering meals is midnight on Saturday, just over one full week (8 days) prior to the complete week before the meal is served. You will receive a reminder from ParentMail two days before the order deadline.

How do I order my choice of meals?

You should go to the Accounts section of the ParentMail app where you will find the menu options for each week. There is a step by step guide on the school website.

Will a packed lunch be supplied when my child is on a school trip?

If your child receives Free School Meals and is going on a school visit, the school will switch any booked meals to a packed lunch. If your child is entitled to Free School Meals but you would prefer to supply your child with a packed lunch for the visit, please don't order a school meal for that day and let the class teacher know that your child **does not** require a packed lunch via the reply slip on the visit letter .

Are children with special dietary requirements catered for?

Special diets will be catered for provided that requests for these are supported by a medical report such as a letter from your GP or hospital dietician. Requests for special diets should be made direct to the school office with a supporting letter.

What if my Child is sick?

As food items for your child have already been purchased, you are only able to receive a credit on your account for meals after a 48 hour notice period has been completed from the initial email or phone call (for example, if school is notified of an illness on Monday morning, the meals for Monday and Tuesday will not be credited back to your account). The notice period will commence when the school has been notified by email (lunches@cpps.swindon.sch.uk) or by telephone (525465).

Nut free meals

School meals supplied by Edwards and Ward are nut free. Edwards and Wards registered Nutritionist works closely with suppliers, cooks and parents to produce suitable menus which, as well as being enjoyable and fulfilling dietary requirements, result in a safe meal that prevents any dangerous reactions.