

## Lunch Hound and Parent Pay guide

**Please note there are two systems required to book and pay for your child's lunch.**

**Parent Pay – Use this account to pay for your child's lunches. If your child is entitled to Universal Infant Free school meals or Free school meals you do not need to pay for lunches**

**Lunch Hound – Use this account to select and book your child's meals**

**Both systems must be used and lunches must be both selected on Lunch Hound and paid for on Parent Pay.**

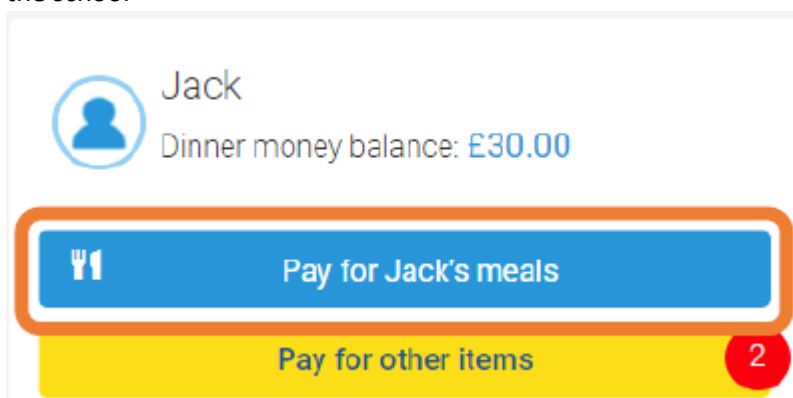
**Your school's meal order cut off is ????**

### Lunch Hound

- Log on to your Lunch Hound account at <https://preorder.lunchhound.co.uk> Log in using the same email address that you have registered with your school. If you are not sure which email address you have registered please check with the school
- To book a lunch for your child click on the option they would like and select 'BOOK'. Do this for each day
- If the system will not let you select a lunch for a particular day this will be for one of the following reasons:
  - There is no meal service that day (school holiday etc)*
  - You have previously indicated that your child does not want a lunch on that day*
  - The school has closed booking for that day, please see school ordering cut off time above*
  - Your child is allergic to one of the ingredients in that dish*
- For Lunch Hound support please visit [support@lunchhound.co.uk](mailto:support@lunchhound.co.uk) or call 08455441673

### Parent Pay

- [www.parentpay.com](http://www.parentpay.com)
- Log in to your parent pay account using the email address you have registered with school
- Select 'Pay for child's name meals' This option is located in the centre of the screen and will give you the option to pay for each child's meals individually if you have more than 1 child in the school



- You will be able to see the current balance of dinner money you have on your account beneath the child's name as above

- Once you have selected this option click view to view the items for payment

Payment

### Choose payment amount

£

Min - £6.00 / Max - £250.00 (set by school)

Pay by Parent Account

[What is this?](#)

Add to basket

[Cancel](#)

- Enter the amount you would like to pay and click add to basket
- Once added to basket click on the basket icon in top right corner

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### Order summary

Items:	£10.00
Total:	£10.00
<b>Pay by Parent Account credit:</b>	<b>-£0.00</b>
<b>Amount to pay:</b>	<b>£10.00</b>

Pay by

Other payment method

Tell Me More

[Continue shopping](#)

- Your basket will be displayed as above, select your desired payment method and then follow instructions to make payment
- Once payment has been made you will see the below icon

✓

## Payment successful

Card payment amount: **£10.70**

Cost of items: **£10.70**

[View receipt](#)

#### Set up a parent account

- There is an option on Parent Pay to set up a parent account. This gives you the option to deposit money on to parent pay to allow for faster payments when paying for school meals
- If you use this option you will need to visit your Parent Pay account to allocate the funds to school meals

#### **Auto top up and direct debit**

A very convenient option is to set up a regular payment in to your parent pay account.

- Log in to your parent pay account
- Click on the money note icon at the top of the page
- Click on the 3 white lines on the left hand side
- Select set up direct debit and follow the instructions to set this up

By setting up a regular payment this will ensure that your account doesn't fall in to arrears

Extra parent support is available on the Parent Pay website [www.parentpay.com](http://www.parentpay.com) along with video guides.