

Lunch Hound and Parent Pay guide

Please use your log on details provided by the school to register your Parent Pay and Lunch Hound accounts.

Once your accounts are set up you can select and pay for your child's school lunches.

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

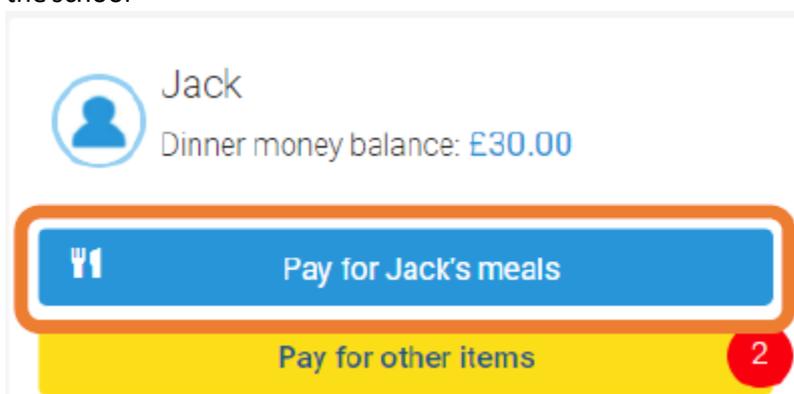
Both systems must be used and lunches must be both selected on Lunch Hound and paid for on Parent Pay.

Your schools meal order cut off is 8:30am that morning.

- 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 or call 08455441673

Parent Pay

- 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

1

Order summary

Items:	£10.00
Total:	£10.00
Pay by Parent Account credit:	-£0.00
Amount to pay:	£10.00

Pay by

➤

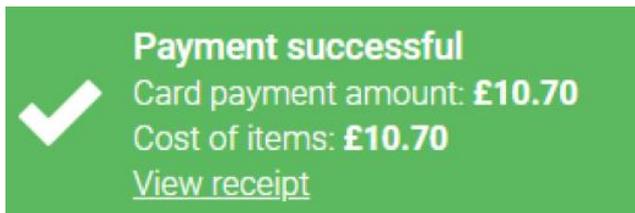
VISA Checkout

Tell Me More

Other payment method

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



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

Extra parent support is available on the Parent Pay website www.parentpay.com along with video guides.