



## Meal Booking- CYPAD

Dear Parents & Carers,

We are excited to announce that **Northlew & Ashbury Primary School** will soon be working with Cypad meal selection software, which will enhance the current processes in place around dinner procedures. Cypad will offer a number of advantages including ensuring we are keeping our children safe from allergens and improving efficiency of dinner processes and reporting.

Visit the link below for more information on Cypad meal selection

<https://www.parentpay.com/cypad/services/meal-selection/>

**From Friday 5<sup>th</sup> April 2024, Northlew & Ashbury Primary School will go live with Cypad.** To book a meal, you will continue to use School Gateway as usual but once you click to make a dinner booking, you will be directed to Cypad's meal selection page. Here you will be able to select from meals that are suited to your child's dietary needs and any meal options containing your child's allergen(s), will not be visible.

As we look to go live with Cypad, there are a couple of things families can do to ensure the transition goes smoothly...

- **Check you can access School Gateway prior to going live.**  
This can be via the School Gateway APP or by visiting their [website](#).
- **Make sure the school are aware of your child's current allergens.**  
Meals containing your child's allergens will not show as available to book. The school must be notified if your child no longer has an allergen, as this will affect the meal options available to them.
- **Clear any outstanding dinner balances before Thursday 4<sup>th</sup> April** If you are having difficulties clearing your balance, please discuss this with the school.
- **Please do not book any meals, add any credit or pay for any arrears on the day we go live- 5/4/2024.**  
You may lose funds for up to 10 days as the system gets integrated and goes live.
- **Book by midnight Thursday each week.**  
The booking deadline remains in place.

Your support is much appreciated, and we hope you enjoy the new features Cypad has to offer.

If you have any questions or issues logging into School Gateway, please email [iceadminteam@dmatschools.org.uk](mailto:iceadminteam@dmatschools.org.uk) or speak with your school administrator, who will be able to support you.

Kind regards

Hannah Maunder

Head of Information, Communication  
& Engagement (ICE admin team)