



Nascot Wood Junior School, Nascot Wood Road, Watford WD17 4YS

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Headteacher: Christina Singh

Dear Parents,

I am writing to inform you of the school's policy regarding the ordering and cancellation of school meals for your child.

- All school meal orders must be placed via the **School Gateway** system, which is directly accessible to parents. Please note that the school office is unable to process meal orders on your behalf.
- The deadline for ordering meals for the following week is **Sunday at 9:00 PM**. Parents may also choose to place orders for the entire term in advance.
- If your child is **absent**, meals are **not cancelled automatically**. To cancel a meal, please contact the school office by email or telephone. The cancellation deadline is **9:00 AM on the day of absence**.
- Please note that if you wish to **cancel a meal in advance** via School Gateway, the **cancellation** deadline is the **same** as the **ordering** deadline.

During a review of missed meal requests, we have identified several common issues. To help avoid missed orders, please ensure the following steps are completed:

1. Click the '**Confirm Booking**' button at the bottom of your meal selection.
2. If there are insufficient funds in your account, you will be directed to the payment section of School Gateway. Please note that selecting meals and clicking 'Confirm Booking' does not complete the order unless payment is successfully made.
3. After placing an order, please check the calendar within School Gateway. A green date indicates that a meal has been successfully ordered for that day.
4. If the meal ordering deadline is missed, your child must be provided with a packed lunch for the entire week.

We appreciate that this process may require some adjustment and thank you for your understanding and cooperation.

If you have any questions or require assistance, please do not hesitate to contact the school office.

Thank you for your continued support.

With best wishes,

Christina Singh
Headteacher