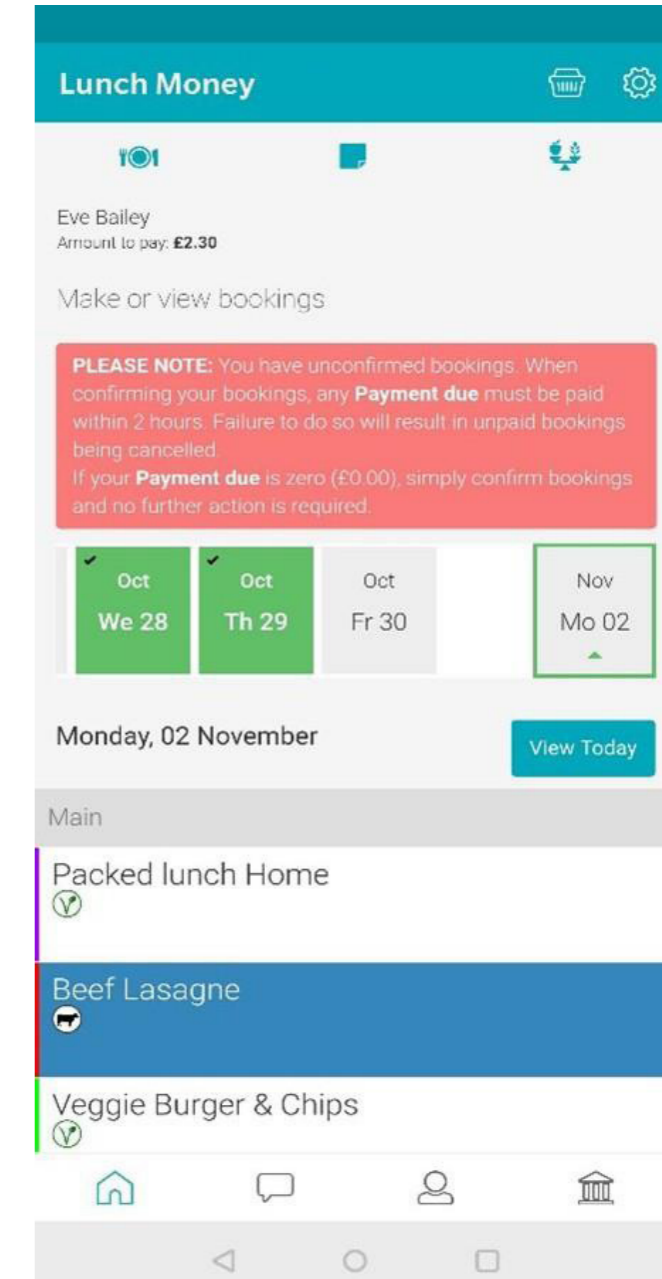
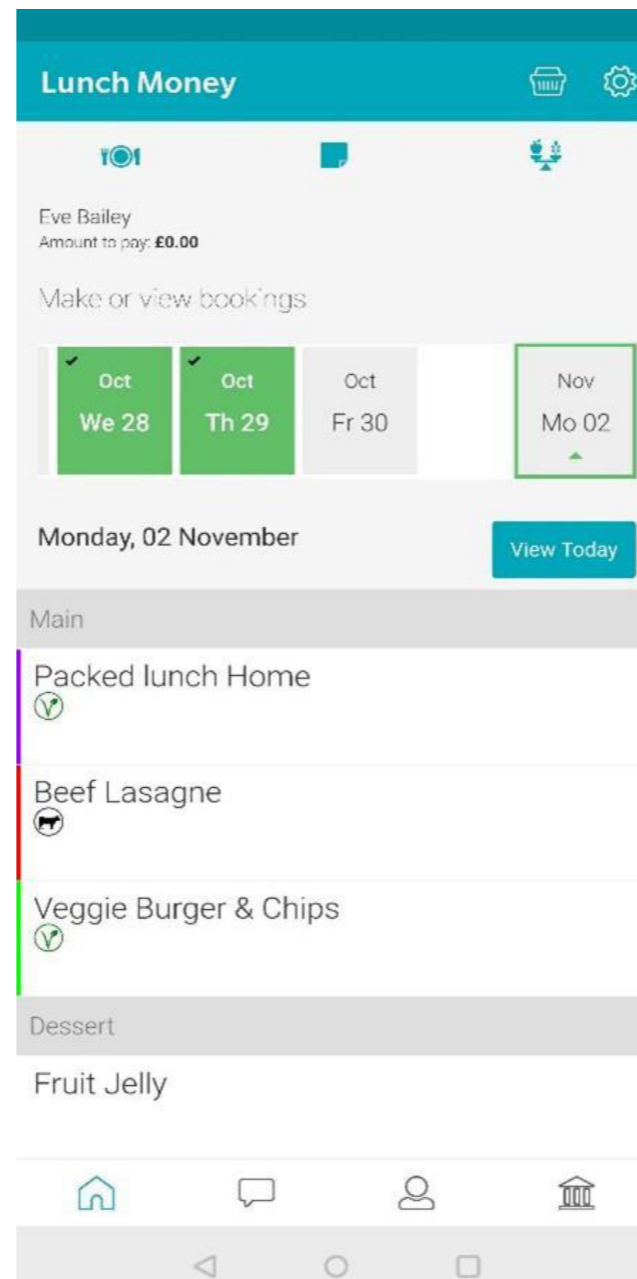
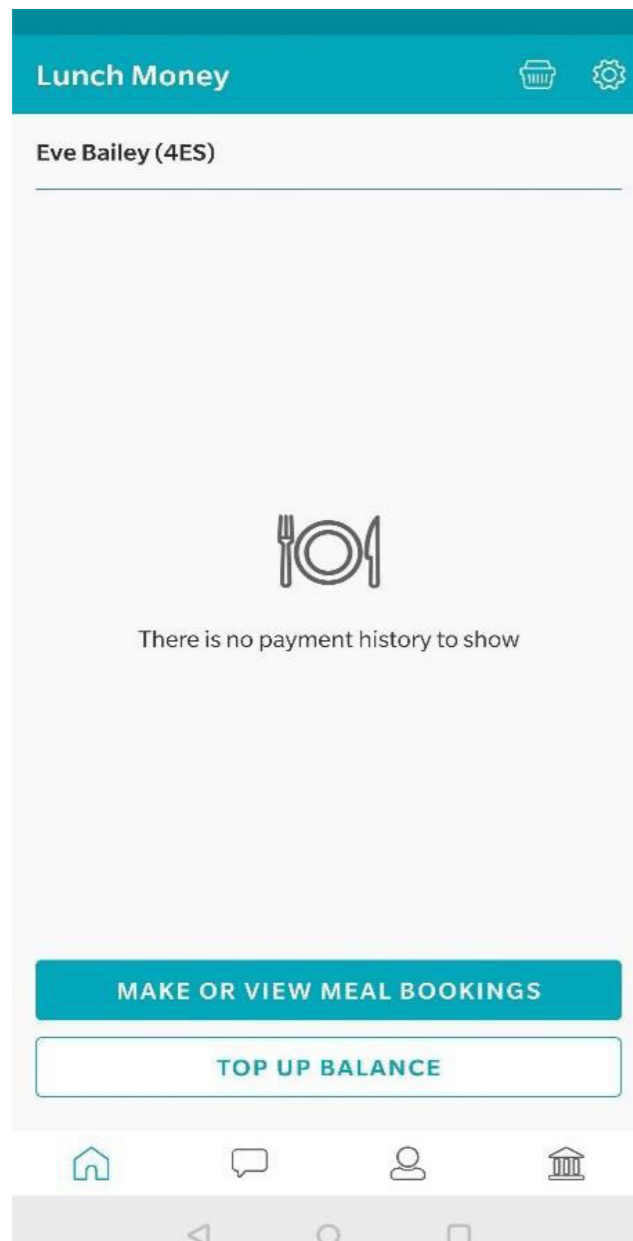
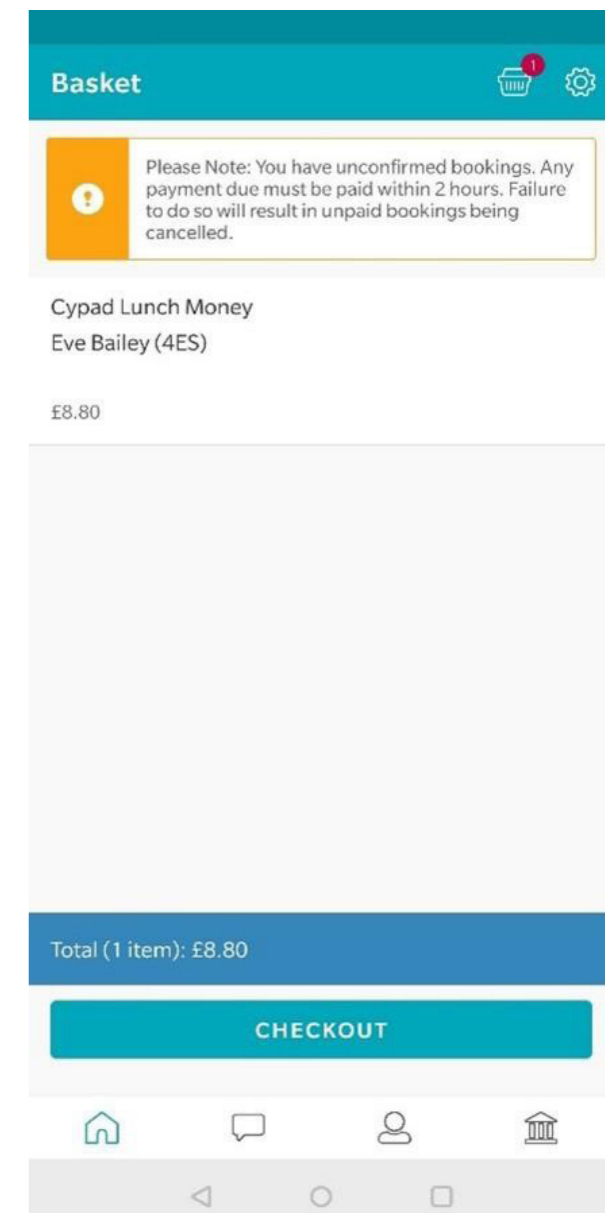
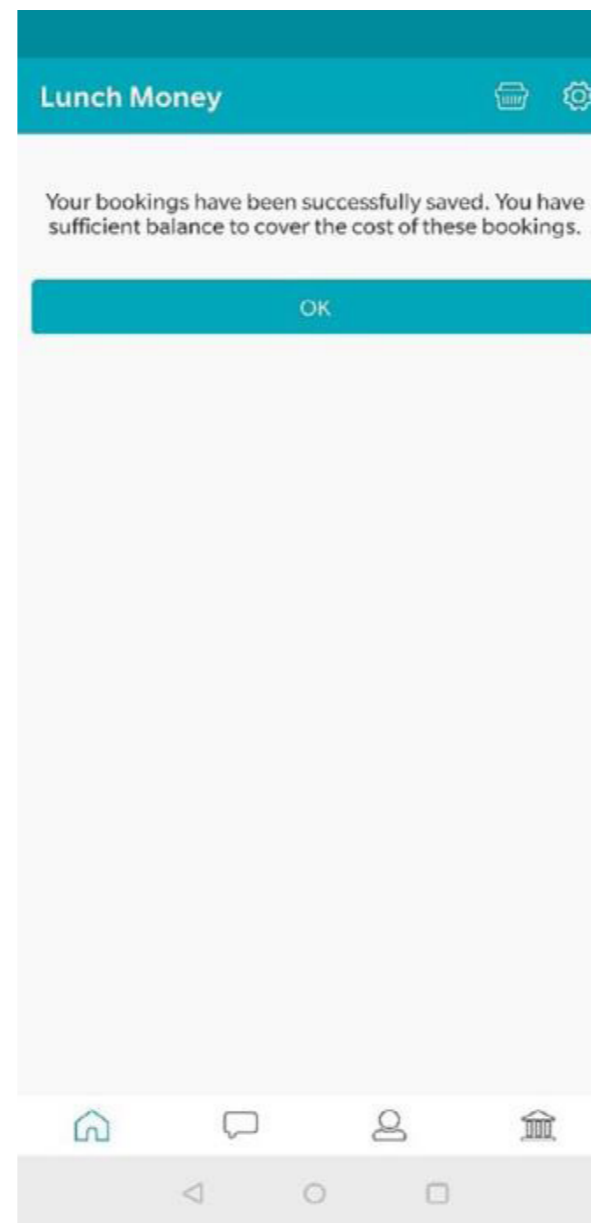
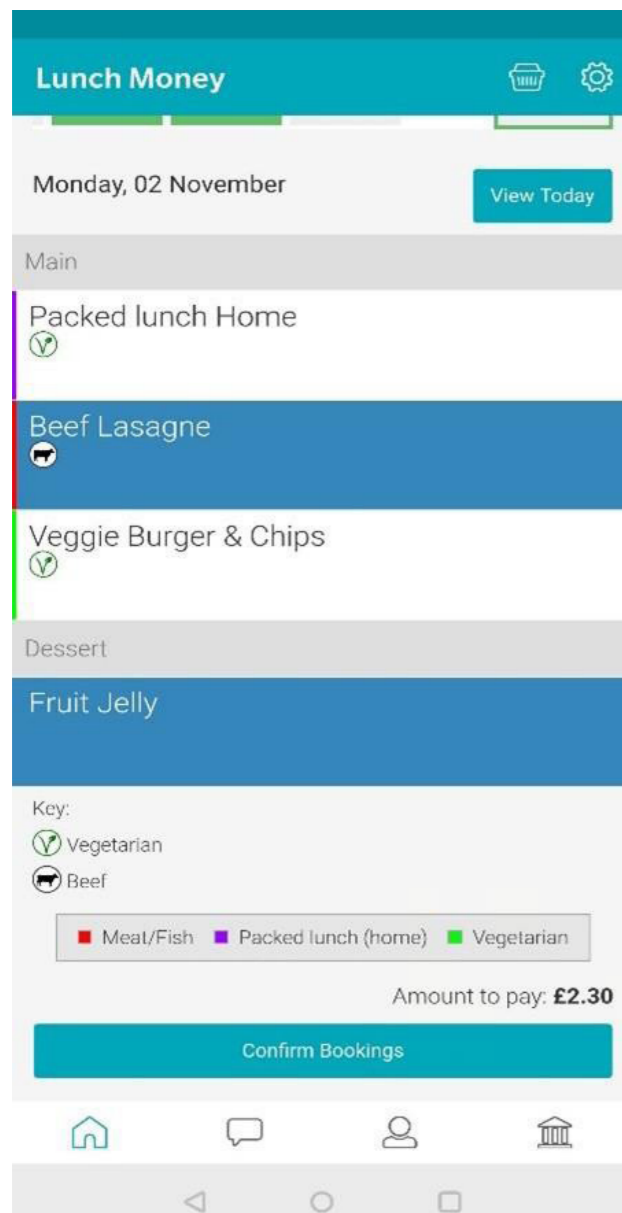


# How to book a meal

- Click on the child you want to book the meal for
- Click 'Lunch Money'
- Click 'Make' or 'View Meal Bookings'
- Select the date you would like to book and select the meal



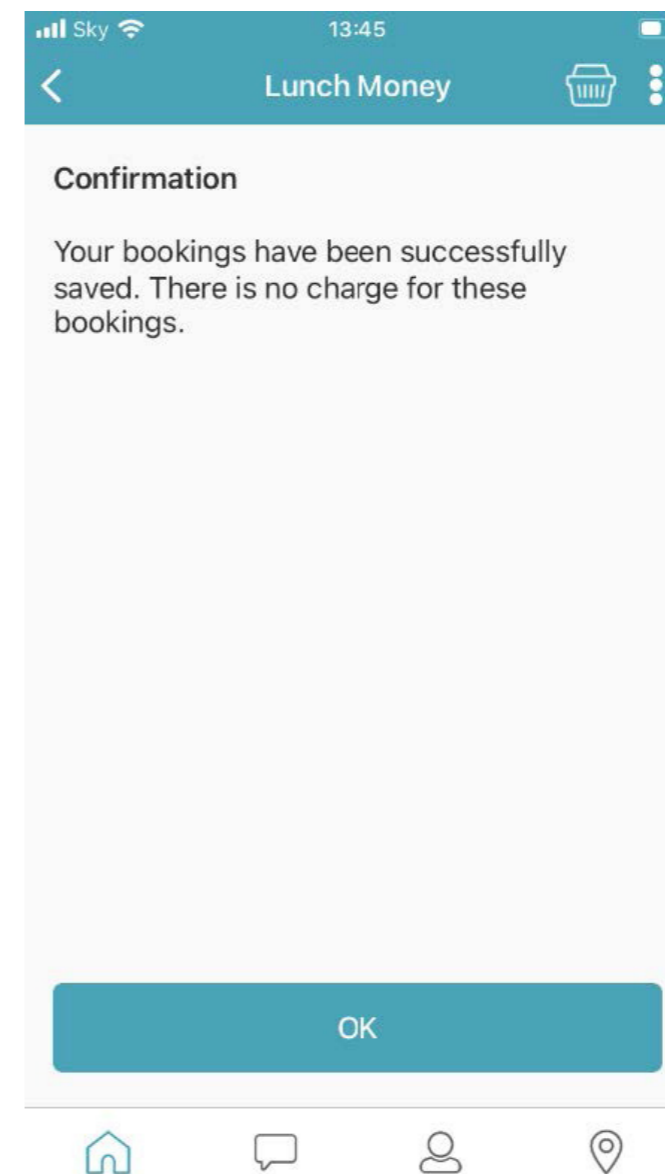
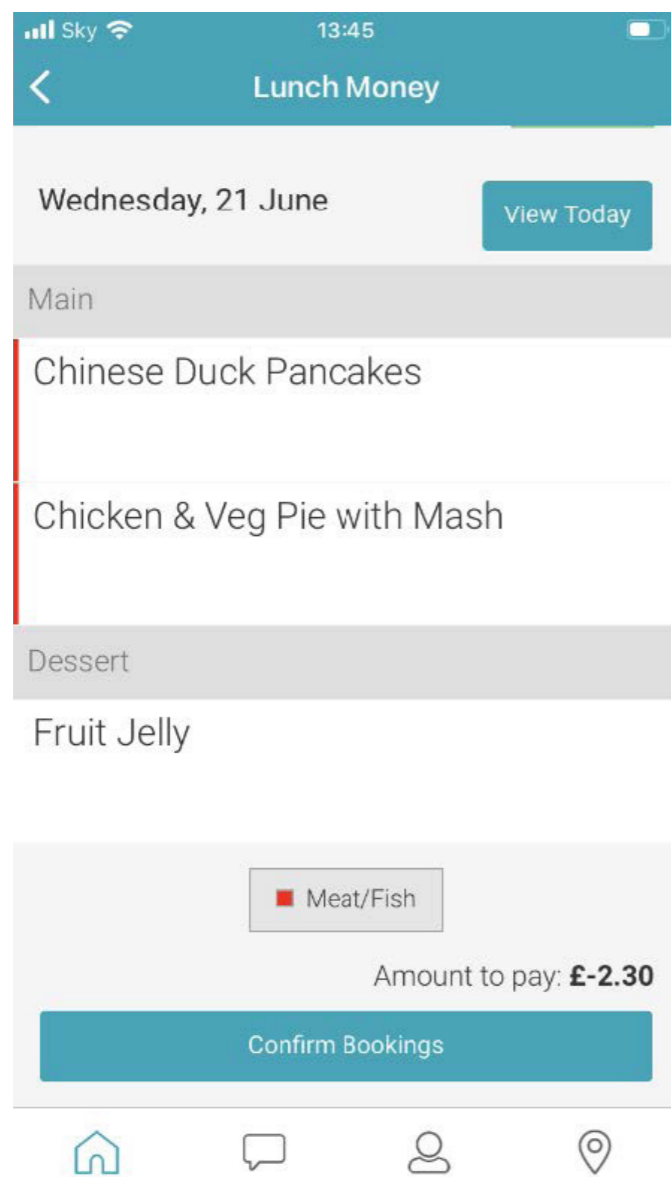
- You will now see the total cost of your booking - click 'Confirm Booking' to book your selection  
*\*If you don't have available credit to use once you have clicked 'Confirm Booking', the cost of the meal/s will be added to your basket*
- Click 'Checkout' and make the booking/s



**Please Note:** Any payments due must be paid within 2 hours. Failure to do so will result in unpaid bookings being cancelled.

## How to amend a booking

- Click 'Lunch Money'
- Click 'View Meal Bookings'
- Select the date required and de-select the meal option and either select an alternative meal or click Confirm Bookings to confirm the change. *(If you have amended the existing booking, you will not be charged again).*



## Frequently Asked Questions

### **Why is there a padlock against the date I would like to book?**

If you can see a padlock icon against certain dates in School Gateway indicating, you are unable to book meals for that day. This will likely mean that you are trying to book past the cut-off time for that day. Please contact the school direct who will be able to book the meal on your behalf.

### **My child is entitled to FSM but I am being charged?**

Please contact your school directly. They will be able to assist you further.

### **Why am I being asked for payment when my child is showing as having a positive balance?**

Meals do not get charged from the balance displayed on School Gateway at the point the pre-order is placed. Instead, the balance will update once the meal has been confirmed as being taken. However, if you believe that you are being asked for payment in error, please contact your school direct who will be able to assist you further.

### **Why has my balance not been updated?**

Any payments made via School Gateway will show in your payment transaction history straight away, the balance will then update within 30 minutes.

### **Why are no menu options available?**

Please contact your school directly. They will be able to assist you further.

### **Why can I only see some menu choices?**

If a child has an allergen/s applied to their student record in Cypad and a menu option has been configured as containing this allergen, then the meal choice will not be displayed on School Gateway.

### **Why I am unable to select some menu items (greyed out)?**

If a child has a diet type/s applied to their student record in Cypad and a menu item has a diet type selected which conflicts with this, the item will still be displayed on School Gateway but it will be greyed out and can't be selected.

### **Why can't I book a meal?**

Please contact your school directly. They will be able to assist you further.

### **Why can't I pay for a meal?**

Please contact your school directly. They will be able to assist you further.