

Upgrade to Our Lunch Ordering Platform

Dear parents/carers,

We are pleased to let you know that from **Monday 10th November**, we will be introducing an upgraded version of our school lunch ordering system called Cypad. This update is part of our ongoing efforts to improve the experience for families and ensure that accessing meal information is as easy and transparent as possible.

As Cypad is an extension of ParentPay, you will continue to access the system using your usual ParentPay log in details, there will be no change to this. However, once into the ordering screen, the layout will look slightly different as this upgrade brings several improvements, including:

- **More detailed information about meal ingredients**, allowing you to make more informed choices.
- For children with **dietary requirements already agreed with Caterlink**, the platform will **automatically filter menus to show only the meals that are suitable** for your child.

The new system will be live following half term to allow you to place orders for meals from w/c **10th November**. In the meantime, during this transition period, the old ParentPay booking screen will only show menus and allow bookings for meals up to and including Friday 7th November.

More details and instructions on using the new booking screen are available from the following “how to” guides for parents:

- How to book a meal: [Watch Here](#)
- How to cancel a booking: [Watch Here](#)

We hope these improvements will make the process simpler and more reassuring, especially for families managing dietary needs.

If you have any questions or need support accessing the updated system, please contact the school office.

Kind regards