

School Catering

Buying School Meals Online FAQs

How much does it cost to use the service?

The service is free to use – the price you pay is the price of the meal only.

Who operates this site?

This site is operated by Devon County Council on behalf of schools.

What confirmation of purchase will I get?

If your transaction is successful you will receive an on screen confirmation. After you have made your purchase you will be able to print a receipt (or if you don't have a printer, make a note of the transaction reference number). You will only need this receipt/transaction reference number if there is a problem.

Why might my transaction not be successful?

The most usual causes of failure are because

- card details are not correctly entered and not recognised by the bank;
- there are insufficient funds available to allow your transaction to proceed.

The screen prompts will tell you if the bank won't accept your card.

What do I do if I lose my receipt?

This should not be a problem as the school will receive separate notification of your purchase.

If you have given us an e-mail address when you completed the transaction, the receipt will have been e-mailed to you. If you have no e-mail address and you have lost your receipt, the school will be able to confirm your purchase when they receive the weekly report.

How many meals do I have to buy at one time?

There is currently a minimum purchase of 10 meals. You may buy any number above this to a maximum of the days in the term.

I have two children at the same school; can I buy 10 meals and give 5 to each of them?

This is not recommended and depends on the school's policy. If your child's school uses tickets, it may be possible to redistribute them.

I have more than one child; do I need to make a separate purchase for each child?

Yes, the child's name along with other information you give us is used to ensure that the correct number of meals are provided. However, our online system has a quick link to purchase meals for the next child. If your child's school uses tickets, it may be possible to redistribute them. Improvements are in hand to allow multiple purchases.