

## **ASPENS FAQ – updated 14<sup>th</sup> December 2018**

### ***How do I register my child with Aspens?***

You will need x2 PIN numbers. One is the School PIN number **767253** and the other is a number personal to your child. These numbers are not issued as you might expect, you will need to complete a form [here](#) and Aspens will generate a pupil PIN number to enable you to complete registration.

You are also currently unable to register any dietary requirements at the point of registration. Again, you will need to complete the form and Aspens will input the information.

Apologies for the delay this causes, but it is out of our hands.

### ***If I have a child/ren registered at a different school with Aspens can I add my child/ren at Whittington using the same email address?***

**Yes.** You just need the other school code and child code and they can add them to an existing account.

### ***Is the meat Halal?***

**Yes.** From October 2017 Aspens have advised us that they can provide Halal meat where required.

Please be aware that not ALL meat will be halal, only when requested upon ordering meals.

### ***My child has an allergy. How can I be sure that they are eating something suitable?***

Please see attached files on school website.

### ***My child is going on a school trip which goes over lunchtime, what should I do about lunch?***

When a letter comes home informing you about a school trip there will be a slip attached to complete and return:

*If you have ordered a hot lunch through Aspens please cancel it or change it to a Packed Lunch. If you wish to order your child a Packed Lunch from Aspens for the trip the order MUST be placed by 9am the day before the trip, any orders placed after this time will not be sent. All children need a Packed Lunch and a bottle of water.*

Pupil's Name..... Year.....

I can confirm that my child will bring a packed lunch from home. YES/NO

I can confirm that I have ordered a Packed Lunch from Aspens. YES/NO'

Any packed lunches sent from Aspens will be in school by 08:30am on the day of the trip. If you have not placed your order online by 9am the day BEFORE the trip you will need to send your child in with a packed lunch from home.

*When will next term's menu be available, I want to get ahead and order my meals in advance?*

Aspens release the menus and let us know when they are available. This should be before the end of the previous term to enable us to put a copy on the school website and inform parents that the menu is live.

Unfortunately this is not always possible and there is not always a member of school staff available to work on this during the school holidays, so if you have not been informed before we break up you will need to keep checking the Aspens website to see when you are able to place your orders.