

## **Student Negative Meal Account Policy**

We understand that there are times when a student will not have money to pay for their meal. We also understand that a hungry student is less likely to perform well in the classroom. Therefore, parents will be permitted to charge student meals. Students at all grade levels are now eligible for meal charges. Charging is permitted for a complete meal only; as a result, snacks and beverages are prohibited.

Parents and guardians are required to promptly repay all outstanding student meal charges. They will be notified of negative account balances through means such as:

- I.O.U. cards that will be sent home with students.
- Automated negative account balance phone calls. (*Parents are encouraged to contact their child's school office to make certain that phone numbers are current*).
- Myschoolbucks.com email notification. (*Parents will need to visit the website to setup an account. This notification service is free of charge to parents. Parents may also download the mylunchmoney.com app for their Smartphone*).
- Negative account letters will be sent from the school cafeteria.

**When a negative account balance exceeds \$15.00, the following measures will be taken:**

- Food & Nutrition Services will attempt to contact the parent or guardian by phone.
- A collection letter will be mailed to the parent or guardian requesting payment within ten business days in order to avoid turning the unpaid debt over to the City for collection of the amount and any applicable fees.
- If the requested debt payment is not satisfied by the due date, the entire outstanding balance and any current meal charges will be turned over to the City for collection. In addition, the City may charge a collection fee.