

## **Cafeteria guideline changes effective immediately**

**Please call if you have questions regarding this change.**

### **Meal Payment Guidelines**

Parents are encouraged to contact the cafeteria manager and pay student meals in advance. Parents are strongly encouraged to continually monitor their child's meal account balance. Parents can set up an online account in order to monitor their child's balance, make payments, and/or deposit money into the child's cafeteria account. In order to set up an account, go to the Sundown website ([www.sundownisd.com](http://www.sundownisd.com)) and click "Online Payment" found in the drop box under the "Parent/Student" tab. First time users must fill out and return a "Family Access Request Form".

When a student's meal account is depleted or has a zero balance, the district will notify the parent every Monday and Friday through email (if there is a current email address available) or through a notice mailed to the home.

If the student's account is allowed to reach a negative balance of \$10 or more, the campus principal will contact the parents to set up a payment plan.

Students with a negative balance in their account will be served a meal, but will not be allowed to purchase or charge "seconds" or get any "extra" food items from the serving line during breakfast or lunch. The meal will be charged to their account.

If your child has a positive credit in their account and you do not wish for them to charge extra items or receive "seconds," please communicate this with your child.

The best time to call or come to the cafeteria in order to check or add money to your child's account is between 7:00 a.m. and 10:30 a.m. An online account allows parents to check their child's balance at any time, and make deposits or payments. **A negative balance may prevent your child from participating in field trips and other activities.**