

## **ASPENS FAQ**

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

You will need x2 PIN numbers. One is the School PIN number **969853** and the other is a number personal to your child. Unfortunately these numbers are not issued when you would expect, at the point of registering directly on the Aspens website, but are issued via the school.

As soon as the numbers are available to the school we will issue them so that you can register your child/ren.

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, what should I do about lunch?*

Aspens have asked that we let them know ONE WEEK in advance of a trip how many packed lunches we are going to need and therefore we have taken the decision to inform all parents that they will need to send a packed lunch with their child on the day of a trip. We ask that as soon as you are aware that your child is going on a school trip, that runs over lunchtime, that you visit the Aspens website and cancel any meals you may have ordered for that day and remember to send your child with a packed lunch from home.