

**RENAISSANCE ACADEMY  
NUTRITION SERVICE DEPARTMENT  
School Meal Payment Policy**

Renaissance Academy recognizes adequate nutrition is essential to a student's mental, physical, and academic growth. Therefore, all students participating in the National School Breakfast and Lunch Program whether at a free, reduced or paid rate, will receive a full reimbursable lunch that meets USDA requirements.

Unless a student has been approved to receive free school lunch, payment for school meals is expected at the time of purchase. Parents or guardians are responsible for maintaining a positive cash balance in their student's lunch account. Nevertheless, the Food Service Department recognizes there might be occasions when a parent or guardian fails to maintain adequate funds in a student's account; therefore, as a courtesy to families we have adopted the following policies/procedures regarding account payments.

### **FINANCIAL ASSISTANCE**

Families in financial need may apply for USDA's Free and Reduced Meal Program. To apply, parents/guardians can apply online through Aspire. If you have any questions, please contact Stella Aires (801)768-4202 x-5112 or saires@renacademy.org.

### **MAKING PAYMENTS**

Lunch account payments may be made online or onsite.

#### *Online Payments*

Find the "Online Payments" link on the right hand side of the school's website ([www.renacademy.org](http://www.renacademy.org)). The link will direct you to Secure Instant Payments (Core Payments) website. For your convenience, SIP offers the option to schedule automatic payments in addition to making single payments.

To set up online payments, you will need your student's first and last name, as well as their Student ID. This information is typically provided by teachers at the beginning of the school year, or you can call the front office to obtain it. Please note that Core Payment will not have access to your student's ID number.

For assistance with Core Payments, you can reach their support team at 435-503-8955 or 800-764-0844, or via email at [supportteam@corebt.com](mailto:supportteam@corebt.com)

**Important Reminder:** Please be aware that online payments may take up to 36 hours to be reflected in your child's lunch account on Aspire. As Aspire is also used for cafeteria purchases, any recent payments made through Secure Instant Payments, may not be immediately visible to our lunchroom staff due to processing times. For the most current information on your student's

balance, payments, and purchases, please refer to Aspire, as it will have the latest updates once the payment is processed.

### *Onsite Payments*

Payments made by cash and/or check may be given to the front office or kitchen. When making an onsite payment, please write school lunch at the top of the envelope, your student's names, ID#, grade and payment amount. Onsite cash or check payments typically post to the student's Aspire account on the same day.

In either case, it is **highly recommended** that you schedule a weekly Student Summary email through your Aspire account. In addition to an academic update about your student, this summary will also provide you a weekly report of their current lunch balance. You may check their balance on Aspire at any time by going to the "Transactions" section of your Aspire account's landing page.

## **MANAGING DELINQUENT ACCOUNTS**

1. Renaissance Academy will review lunch account balances weekly and notify parents by email of any negative balances. Ongoing email notifications will continue until the account is brought current.
2. Once a student's account reaches a balance of **-\$15.00** they may be provided a reduced-price alternate meal (**\$1.25**) until the account is brought current. The alternate meal includes a cheese sandwich, salad bar (fruits and vegetables) and milk. No a la carte purchases may be charged while an account is in a negative status. Staff are not responsible for reminding students to inform parents of negative balances. It is the parent's responsibility to regularly check and pay their student's account and contact the Lunch Department to make any payment arrangements.
3. Accounts with a negative balance of **-\$30.00** may receive a letter sent home with an application for the Free and Reduced-Price Meals Program. A follow-up phone call may also be made.
4. Accounts with a negative balance of **-\$50.00** will be referred to school administration for follow-up and to make payment arrangements with parents.
5. During the last month of the school year (**May**), students with any negative account balance will be provided a reduced-price alternate meal until payment is made in full.
6. All accounts with negative balances are expected to be paid off at the last day of the school year. Any unpaid balance remains the obligation of the parent/guardian and will carry forward to the next school year.
7. At the discretion of school administration, negative balances that are not paid in full by the last day of school may be referred to a collections agency at the cost of the parent/guardian. Student transcripts required for withdrawal may be held until negative balance is paid in full.
8. Students who are withdrawn or graduate may request a refund of their lunch account balance. This request must be submitted in writing to **Stella Aires** at [saires@renacademy.org](mailto:saires@renacademy.org) within 90 days of withdrawal. Alternatively, funds may be transferred to a sibling's account upon written request to the same contact. Balances not requested within that timeframe will be considered a donation to the Nutrition Services Department to help cover other negative

account balances. Refund requests must include the first and last name of student the refund is for, the name to appear on the check, mailing address, phone number and email. Please allow up to 30 days for refund processing and mailing once your request is received.