

NEGATIVE ACCOUNT BALANCE POLICY

2017-2018



Dear Parent or Guardian,

We would like to remind you that it is your responsibility to monitor your child's meal account balance.

To check your child's account balance or to make a payment, please visit our website at MBCampusCafe.org (or via the MBUSD.org website) and click on the "pre-payment options" tab. You also have the ability to set up a low-balance reminder. You can use this feature whether you use the system for pre-payments or not. You can also setup an auto-pay when the account reaches a balance threshold that you establish.

All parents/guardians of students will receive a call and an email (phone number & email must be up-to-date) at least three times per week if their account becomes negative. Please see below for our policy regarding negative account balances.

If your child is on Paid Meals Program:

At Elementary Schools:

Your child will be extended credit up to five (5) lunches. After your child has reached the five lunch limit, he/she will be sent to the main office to contact you. It will be your responsibility to provide your own food OR send money with your child to pay for his/her meal on a daily basis until the negative account balance is paid off. Please note that we will NOT extend credit beyond the five (5) lunches to your child, and allow his/her account to become more negative.

The negative account balance must be paid off as soon as possible. If this is not possible, a repayment agreement must be established with the District.

If a parent/guardian is unresponsive to notifications and reminders sent out by the school district, the Food & Nutrition Department will have no choice but to offer the student a 'courtesy meal'. The cost of \$3.00 shall be charged to the student's account for each 'courtesy meal'. Courtesy meals will be offered any time an account is more than \$25.00 negative for more than three weeks.

At Middle School or High School:

Your child will be extended credit up to three (3) lunches. After your child has reached the three lunch limit, he/she will be sent to the main office to contact you. It will be your responsibility to provide your own food OR send money with your child to pay for his/her meal on a daily basis until the negative account balance is paid off. Please note that we will NOT extend credit beyond the three (3) lunches to your child, and allow his/her account to become more negative.

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If your child qualifies for Free OR Reduced Price Meals Program:

Elementary School, Middle School or High School:

Your child will continue to receive meals. However, the negative account balance must be paid off as soon as possible. If this is not possible, a repayment agreement must be established with the District. Please contact the Food and Nutrition Department (food&nutrition@mbusd.org).

NOTICE: Please be advised that your child will NOT be allowed to purchase a la carte food items and may NOT be eligible to receive grades or participate in field trips, promotions, or graduation until his/her negative account balance is paid in full.

If a household is unable to pay for their child's meal, they are strongly encouraged to apply for Free or Reduced Meals. Applications are accepted at any time throughout the year. Applications may take up to 10 school days to process and households will still be held accountable for any charges incurred until the application is approved, or any negative balance incurred prior to applying for the F&R Meal program. Please note: applying does not automatically mean you will qualify. Applications are available online at MBUSD.org or MBCampusCafe.org.

Each school site is encouraged to partner with the PTSA or other school organization to establish a fund to pay for students who forget or lose their money.