

## **GWCTD Policy on Negative Account Balances**

We realize that children sometimes forget to turn in their lunch money or may even misplace it. Many parents have such hectic schedules that it can be easy to forget to check their child's account balance from week to week. Although we have developed a plan within our abilities to help ensure that your child does not go hungry, we will always encourage parents to continuously monitor their child's account balance throughout the year and especially to communicate with us regarding the status of payment.

The following policy for Negative Accounts will be followed within all of the schools we service:

- **Balances from the prior school year must be paid in full before the first day of lunch service.** Your student may not receive a lunch until paid.
- Students are allowed to charge accounts **up to -\$20.00**. This allocates sufficient time for parents to either; a) submit payment online OR b) provide notice to GWCTD regarding payment status.
- If the account drops **below -\$20.00**, students will only be permitted to select an Alternate Meal consisting of a sandwich and water/white milk.
- Should the account drop below **-\$50.00 or more**, purchases will not be permitted until the balance is paid in full with positive funds available.
- Faculty lunch accounts are not permitted to fall delinquent at any point in time.

**Lunch accounts should not be treated as a charge account to be paid at a later time.** Our team will make every effort to avoid bringing attention to your student during lunch service should their balance become negative. The best practice is to communicate with us regarding the balance. If your household is experiencing a long term or temporary need that interferes with paying the balance, you can always submit a confidential inquiry to [schools@gwctdcater.com](mailto:schools@gwctdcater.com) or call us at 214-340-0061. We are here to help in every way we can.

As always, we truly appreciate your business and love to hear from you, so please don't hesitate to reach out if you have any questions, comments or concerns throughout the year.

The Team at GWCTD

[schools@gwctdcater.com](mailto:schools@gwctdcater.com)

214-340-0061