



Bentonville Schools Nutrition Services

Welcome to Bentonville Schools Nutrition Services. We hope this letter provides all needed information regarding the meal program. If you have questions, please contact the Nutrition Services office at 479-254-5095. Visit the District website at www.bentonvillek12.org and click on Department, Food and nutrition then Menus to find menu calendars and nutrition information.

Meal Prices

For the **2025-26** school year, meal prices are as follows:

<u>Meal</u>	<u>Student (K-6)</u>	<u>Student (7-12)</u>	<u>Adult</u>
Breakfast	\$0.00	\$0.00	\$2.70
Lunch	\$2.85	\$3.05	\$4.75

Free and Reduced Meal Application

Applications are available online at: bentonville.familyportal.cloud

Printable applications will be available on the Bentonville Schools website under the Nutrition Services section. Printed applications will be available at your school office.

Students not participating in the program last year will be charged full price for meals until notified by Nutrition Services by letter that an application has been approved. Families are responsible for all charges until application approval.

All applications will be processed within ten working days of receipt at the Nutrition Services office. Applications may be submitted to school cafeteria staff or the Nutrition Services office at **400 NW 2nd St., Bentonville, AR 72712**

Food Allergies

We ask that you let us know if your child has any special dietary restrictions, and we will make every effort to accommodate your child’s needs. Nutrition Services works with the Bentonville Schools nursing staff when a student is identified as having a food allergy or food intolerance. Additional documentation from your child’s physician may be required.

Point of Sale (POS) System

The POS system benefits the District and your child by allowing student to move more quickly through the lunch line. Rather than bringing money for meals each day, families may pre-pay for meals. Pre-payment is credited to the student’s account, and the student enters the lunch account number when entering the lunch line. It is helpful when students know their lunch account numbers at the start of the school year. If you wish to help your child memorize the lunch account number, you may contact your child’s teacher, registrar, or Nutrition Services at 479-254-5095 to ask for a student’s lunch number.

Account History, Balances, and Payments

You may track your child’s meal charges and balance at bentonville.familyportal.cloud. This website also gives the option of sending emails when an account balance falls below an amount you select. Follow the instructions on the website to enroll. You will need your child’s ID number. The ID is the five-digit lunch number preceded by 4000. For example, if your child’s lunch number is 12345, the student ID is 400012345. There is no fee for

tracking meal charges, balance, or low balance emails. You may make a payment through this website, but there will be a convenience fee for each online payment.

To avoid convenience fees, payments may be made by cash or check at the cafeteria from 7:00 am to 1:00 pm at elementary or middle schools or from 8:15 am to 2:15 pm at junior high or high schools. If sending payment to school, we strongly encourage sending a check in an envelope with the child's name and lunch number clearly marked on the outside. You may send one check to pay for multiple children as long as the names and lunch numbers are listed. Checks should be made out to the school.

Account Errors

If you believe your child was charged in error, please call the Nutrition Service office at 479-254-5095. The charge will be reviewed, and you will be notified of the result of the review. **Parents or guardians must call within 30 days of the date of the charge to request a review.**

Meal Charge Policy

The District does not provide credit for students to charge meals, a la carte, or other food and beverage items available for purchase during meal service. Items may be purchased by either providing payment for the items at the time of receipt or by prepayment. Parents or students choosing to prepay for meals, a la carte, or other food and beverage items may do so by:

Submitting cash or check payment to the school, or

Depositing funds through the District's online service.

While credit is not permitted, any student going through the line during meal service will be provided with a regular meal tray regardless of the balance of the account. The meal will be charged to the student's account, and the parents/legal guardian will be responsible for payment. Parents/Legal Guardians wishing to avoid these charges, when a student's account balance is not sufficient to cover the cost of the meal, must send a meal to school with the student. A la carte items and other food and beverage items available in addition to the regular meal may only be purchased if there are sufficient funds in the student's account. Beginning this school year, middle and secondary school students will no longer be allowed to purchase Ala Carte items with cash if their account is negative, their negative balance will have to be paid first. They will however still be able to purchase a reimbursable meal. The school will notify the parents/legal guardian, using the contact information on file with the school, when the student's lunch account balance is not sufficient to cover the cost of a meal. Students who have submitted proper documentation to receive a meal modification in accordance with Policy 4.55 - School Lunch Substitutions shall receive the same type of modification regardless of the balance of the student's account.

Nondiscrimination Statement for Arkansas Child Nutrition Programs:

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident. Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, American Sign Language, etc.) should contact the responsible Agency or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English. To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at [How to File a Program Discrimination Complaint](https://www.usda.gov/oascr/how-to-file-a-program-discrimination-complaint) (<https://www.usda.gov/oascr/how-to-file-a-program-discrimination-complaint>) and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by: (1) mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410; (2) fax: (202) 690-7442; or (3) email: program.intake@usda.gov. **USDA is an equal opportunity provider, employer, and lender.**