



Balance on Lunch Account

If you wish to check if your child has a balance on their Longdean School lunch account, please log-in to SIMS Pay, and the 'School Meal Balance' is on the first screen.

Refunds – refunds can only be given if the balance remaining is over £5 and if a student is leaving the school. All requests must be made in writing to the school's catering contractor, Innovate Services, see details below. Please ensure you provide enough information to confirm your identity when contacting Innovate Services.

Transfer of balance to sibling's account - any amount of money can be transferred between sibling accounts if a student leaves. All requests must be made in writing to the school's catering contractor, Innovate Services, see details below. Please ensure you provide enough information to confirm your identity when contacting Innovate Services.

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