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Negative Balance and Cash Handling Procedures for Promontory School of Expeditionary Learning's Food Program

In order to provide students at Promontory with the best possible food service, the following procedures regarding negative account balances has been implemented.

1. Promontory encourages parent/guardians and all guests to pre-pay for lunch and breakfast in the office.
2. No money will be exchanged at the point of service in the cafeteria.
3. When a food account is negative, a courtesy email is sent home.
4. Emails are sent home, on a weekly basis, with notification of any negative balances.
5. When a food account balance is more than \$20.00 negative, a phone call is made.
6. Once a balance notification has been sent out, parent/guardian will have 7 days to contact Promontory to arrange payment.
7. Student accounts with balances higher than negative \$20.00 dollars (for which payment arrangements have not been made) will be subject to account closures.
8. Parent/guardians are encouraged to submit free/reduced food applications forms yearly. Applications can be submitted at any time and are available in the office, on our website, and through the school student information system, Aspire.
9. Parents/guardians are strongly encouraged to monitor their student's food balances.
10. Promontory is committed to provide a quality meal to those who participate in the school food program. However, the responsibility lies on the parent/guardian to satisfy all financial obligations to the food program in a timely manner.