

## Contact Details

Young Scot Cards can also be used for:

- Young Scot discounts in many places throughout Scotland and the rest of Europe;
- Access to quality youth information through the Young Scot website ([www.youngscot.org/moray](http://www.youngscot.org/moray));
- Travel discounts;
- Proof of Age;
- Legal Advice Line.

More information is available at:

[www.youngscot.org/nec](http://www.youngscot.org/nec)

or

Young Scot Information Line on 0808 801 0338

If you have any other questions at all then please contact Elgin High School office on: 01343 545181 or alternatively e-mail: [admin.elginhigh@moray-edunet.gov.uk](mailto:admin.elginhigh@moray-edunet.gov.uk)



## CASHLESS CATERING

The canteen at Elgin High School has a well-deserved reputation for providing excellent quality food at reasonable prices. At break time a variety of snacks are available and at lunchtime there is a wide choice of meals, snacks, soups and sandwiches.

We operate a 'cashless catering system' which means no cash will be taken at the tills. Instead, all pupils will have a Young Scot Card to which they can add money to their cards via the revalue machines.

This leaflet explains how the system works. If pupils have any questions they can ask either the office or canteen staff.

# Key Questions

## **How do I put money onto the card?**

There are three “revaluer” machines in the canteen. Two that take coins only and the third that will also take bank notes. It is vitally important to remember that after you have put the money in the machine, **that you do not forget to push the red button**. This adds the value to your account. No change can be given from any of the machines.

Money can also be added by accessing The Moray Council’s web site – guidance on this can be found on a leaflet which can be obtained from the school office.

## **Can I use a cheque?**

Yes. Cheques should be taken to the canteen between 8.15am and 8.40am. Cheques should be made payable to “The Moray Council”.

## **What happens if I receive free school meals?**

The amount you are given for meals will be added to your account at 11.30am each day (**AFTER** morning break). Any value you do not use cannot be saved to the next day. If you want to add cash to your account, you can do so. This will allow you to use your card at break time and can be carried over to the next day.

## **How do I use the card at the tills?**

Put your card on the pad at the tills. This will read your details. Your picture also comes up on their screen. This allows staff to check that no one else is using your card. The value of the food you are buying is automatically taken off your account. That is all you have to do, the system is much quicker and safer than using cash.

## **Can anyone else use my card?**

**No**—your card is unique to you and you **must not lend** your card to anyone or use it to buy someone else food.

## **What happens if I get to the tills and there is not enough credit on my card?**

You can either put some of the items of food back, or you will have to go back to the “revaluer” machines and add more money to your account.

## **Can I check how much money is in my account?**

Yes. Put your card in one of the “revaluer” machines and the amount in your account will be shown on the display.

## **What happens if I lose my card?**

It is important to look after your card but the school office will be able to issue you with a PIN Number if necessary. The school office will then order a replacement card. If this happens on a regular basis other arrangements will be made.

## **What happens if I forget my card?**

**Do not** use your friend’s card. Come to the school office and they will be able to issue you with a temporary PIN Number for that day only.

## **How often can I top up my card?**

As often as you like, apart from free school meal credits, money can be carried forward.

## **What about the vending machines?**

The vending machines will take cash only.