

## POLICY & PROCEDURE

Name:	Owner/Dept:		Reference
<b>Meal Charge Policy</b>	<b>Food &amp; Nutrition Services</b>		
<b>Date last updated: Aug 2025</b>			

### 1. PURPOSE

The USDA regulations require school food authorities to establish written administrative guidelines and procedures for meal charges. National Heritage Academies (NHA) will adhere to the following meal charge policy.

### 2. PRACTICE

- 2.1. All school meals are to be prepaid before meal service begins. Students that submit appropriate payment for a meal will be provided a meal. Students that do not submit appropriate payment may have their meal service discontinued according to this document.
- 2.2. Parents may deposit funds into their student meal account via the LINQ (Formally Titan) Family Portal website ([linqconnect.com](http://linqconnect.com)) or to the office staff.
- 2.3. If a student does not have money available to pay for their school meals, they are not allowed to charge a la carte items to their account. Likewise, adult meals will not be charged or offered for free.

### 3. APPLICABILITY

- 3.1 This document is applicable to all National Heritage Academy (NHA) schools.

### 4. RESPONSIBILITY

- 4.1 Food Service Staff and school administrative staff are responsible for implementing this policy and adhering to the procedures contained in it.
- 4.2 The NHA Food & Nutrition Services Department is responsible for monitoring this document.

### 5. PROCEDURES

- 5.1 Student meal accounts will begin with a \$10 credit limit.

#### 5.2 Paid and reduced students with a balance owed of less than \$10

Weekly, the Food Service employees will generate a Negative Balance Letter from the TITAN system for each student with a balance owed. School office staff will distribute letters to homeroom teachers or student households.

*Please note: Food Service staff are not to make phone calls to student households in an attempt to collect lunch balances.*



**5.3 Paid and reduced students with a balance owed of \$10 or greater**

Student will no longer receive a meal. Meal service will remain unavailable until a Free and Reduced Application is received, processed and approved, or payment is made.

*\*Please note: This includes situations where the next meal charge would cause the account to exceed the \$10 limit\**

5.4 Free-status students will always be provided a meal if a meal is requested.

5.5 Upon request, the Food Service Coordinator will provide the school office with a report of negative student balances for review.

5.6 The principal may reduce the NHA \$10 credit limit threshold established for their school, with the approval of the NHA Food & Nutrition Services Department.

5.7 All accounts must be settled prior to the end of the school year. NHA reserves the right to collect unpaid funds by any legal method NHA deems necessary.

5.8 Parents have the option to request a refund of a student's lunch account with a balance of excess of \$5.00.

5.9 Any write-off of unpaid meal charges that are not collected by the end of the school year are subject to the NHA Bad Debt Policy. Balances are cleared using general funds and require authorization by the Accounting Manager within the Approval Authority guidelines.