

SOUTH WINDSOR PUBLIC SCHOOLS
DEPARTMENT OF FOOD SERVICES
161 Nevers Road
South Windsor, CT 06074

ACCOUNT MANAGEMENT – REFUNDS AND TRANSFERS

It is the policy of the South Windsor School Food Service Program to maintain accurate information on the balances of the student accounts throughout their enrollment in the schools.

Notifications will be sent to parents/guardians when an account is below a predetermined amount (based on the cost of a school breakfast and lunch) to allow parents/guardians the opportunity to replenish the account. EZSchholPay.com, a web-based program, is offered for parents/guardians to view their child's account activity and may be used to make deposits on line for their child's account using a credit card.

Account balances roll forward to the new grade level or new school as students graduate each year. Parents of all Senior students (12th grade) will be notified of the remaining balance in their account approximately one month prior to graduation.

Parents/guardians asking for refunds or transfers to siblings accounts will be asked to put the request in writing and send by mail to the Food Service Office or email to foodservices@swindsor.k12.ct.us to provide the program an audit trail which includes details to the transactions processed against the account. It should be noted that refunds will not be made when the remaining amount is below \$5.00.

Transfers between siblings may be requested by a parent/guardian at any time. Any parent/guardian requesting a funds transfer to a sibling's account must submit the request in writing or by email to provide the program with an auditable tracking of the fund transfer.

Any correspondence to our office should have "Refund" or "Transfer" and the student's last name in the subject line.

Refunds are made for the following reasons:

- Moving out of district
- Graduating
- Attending a magnet school
- Extenuating circumstances - please contact our office at 860-474-1499 to discuss your extenuating circumstances.