

### **Cool Milk Answers to Frequently Asked Questions:**

**Term** – means a full term, Christmas to Easter, Easter to Summer and Autumn to Christmas.

The milk is **22p per day, £1.10 per week** per child.

Due to the late start during this term the cost will be **£8.80 for the remainder of the term. (Until Easter)**

There are **4 options of how to pay:**

1. Pay full year
2. Pay full term
3. Pay half term
4. 'Parent Specified' which means to pay weekly – to do this you will need to set up an online account with Cool Milk.

**Tuesday at 5pm** the week before, is the deadline for payments and alterations of orders.

**Absences/Sickness** – Cool Milk will not refund, however you will be able to collect the milk from school on the days your child is absent.

**Planned Absence** – Inform Cool Milk two weeks before the planned date, again they must be informed by 5pm on the Tuesday.

Cool Milk **telephone** number 0844 854 2913    Web address: [www.coolmilk.com](http://www.coolmilk.com)