

Dear Parent/Carer

We are currently the appointed supplier for School dinners at Ashby Fields Primary School and are determined to offer you and your child an excellent service, ensuring every child enjoys their meal and has the energy to study and learn in the afternoon.

Live Kitchen Account

If you would like your child to have school meals, you will need a Live Kitchen account. Please provide the school office with your email address to activate an account. You will then receive an email from Live Kitchen, our software providers, with all of your necessary login details. By accessing Live Kitchen online you will be able to pre order meals, view recipes, allergens, ingredients and make payments.

As from 22nd May 2019, Live Kitchen will have changed their brand to **SchoolGrid**. Please be aware they are still the same company, the only change taking place is simply their name. You can continue to use the website, at their regular web address.

Allergies

If you are finding difficulties ticking the allergen information you need, please contact Customer Care and we will happily make arrangements to accommodate your child's individual needs.

Payments

Your Child is in Reception / KS1 which means you are eligible for Universal Free school meals. This will automatically be set up on your account as free, all the other features can be used as normal.

Contact Details

Dolce is your catering provider. If you have any questions, comments or suggestions regarding school meals, allergens, payments etc, please do not hesitate to contact Dolce Customer Care Monday to Friday 8am to 5pm, on 01942 707709 or by email to customercare@dolce.co.uk we are always happy to hear from you.

Live Kitchen - Soon to be **SchoolGrid** is the Software provider we use. If you experience any technical issues with access to Live Kitchen, please contact Live Kitchen technical support on 01506 300310 or by email to support@live-kitchen.co.uk

Yours Sincerely

Dolce Customer Care



