



Headteacher: Mr P.A. Swift

Deputy Headteacher: Mrs S. Russell

Dear Parent/Carer,

We are delighted to introduce Dolce as your new catering provider at Forefield Junior School.

Their aim is simple: to provide every child with tasty, nutritious meals that they enjoy, while giving them the energy and focus they need for learning throughout the afternoon.

Meal costs

The cost of a school meal will be £2.90 (£14.50 per week) for children in the Junior School.

SchoolGrid Account

To access school meals, you'll need to activate a SchoolGrid account. This easy-to-use system allows you to pre-order meals, manage payments, and view menus. Please refer to the Guide to SchoolGrid leaflet for step by step instructions. This will be sent out to parents and carers.

Payments

Online Card Payment

A card payment can be made online through your SchoolGrid account. Please note only one parent can make the payments.

Please log on and select [Account] - [Pay by card] where on screen prompts will assist in taking payment.

Telephone Card Payment

The Customer Care team is available 8.00 a.m. to 5.00 p.m. Monday to Friday to take a card payment on 01942 707709. The minimum payment amount they can accept over the phone is £10.

Pre-ordering Meals

To reduce waste and help to ensure your child receives their preferred choice, please pre-order meals before 8.55 a.m. on the day. Alternatively, you can also pre-order for up to the entire term in advance.

Only the selected meals that have been pre-ordered will be provided for your child so please ensure that you speak to your child and feel confident that it is a meal they will eat. If they do not eat the meal, an alternative hot meal **cannot** be provided. During the transition period (September) if your child does not like a meal, a cold alternative can be offered such as a sandwich, but this will only happen whilst the new menu is being introduced to children. Please make a note of what they do/do not like so that you do not reorder something your child won't eat.



Headteacher: Mr P.A. Swift

Deputy Headteacher: Mrs S. Russell

If you forget to order your child's lunch, a sandwich or jacket potato option will be provided for only that day and you will be reminded to pre order for the following day.

Please note children can still bring a packed lunch, you will just not order a lunch through School Grid for that day and provide a packed lunch alternative.

Please note - menus may occasionally change due to unforeseen circumstances. For the latest updates please refer to SchoolGrid and check your emails for any pre-order cancellation notifications.

Allergies or Dietary Requirements

It is essential that parents record their child's allergies on SchoolGrid so they can provide a safe meal.

Initially, schools will update School Grid with the allergy information that you have provided. New medical forms will be sent out in the next few weeks to ensure that any allergy information is correct and up to date. This will be the information that is used so it is vital that this information is accurate. Please note that due to the new systems and Benedict's Law, any allergies will require the evidence of an allergy action plan or a medical letter.

If you indicate that your child has a food intolerance please be aware, under new laws, the catering company will be unable to provide any foods containing this product.

If your child has an allergy outside the standard 14 allergens, or any additional dietary needs (such as vegan or halal) or special care plan, please make this clear on the medical forms sent out.

School will then contact Dolce's Area Manager who will then work closely with yourself and the school to ensure your child's needs are safely met, as this needs to be in place for September.

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 the friendly Dolce Customer Care team.

Availability - Monday to Friday 8.00 a.m. to 5.00 p.m. Phone - 01942 707709 or Email - customercare@dolce.co.uk

SchoolGrid is the Software provider they use. If you experience any technical issues with access to SchoolGrid, please contact SchoolGrid technical support on 01506 300310 or by email to support@schoolgrid.co.uk