

Dear Parents/Carers,

To help us keep your child safe at mealtimes, please ensure that their allergen and dietary information is kept up to date on your SchoolGrid account.

Recording this information is the responsibility of parents/carers – the school does not manage this on your behalf. As SchoolGrid operates independently from the school, Dolce kitchen staff rely entirely on the details you provide.

How to update allergen information on SchoolGrid:

1. Go to [Food] > [Allergens].
2. Tick the relevant boxes.
3. Click [Save Changes].

Once saved, SchoolGrid will automatically block any meals containing the allergens you've selected, preventing you from pre-ordering unsuitable dishes. You can also view ingredients, carbohydrate counts, and allergens for any meal by going to [Order meals], then selecting a dish.

Additional dietary needs:

If your child has:

- An allergy outside of the 14 listed on SchoolGrid
- Special dietary requirements (e.g. vegetarian, vegan, Halal)

Please contact **Dolce Customer Care**, who may be able to add a dietary note to your child's account.

Important: dietary notes do not block meals on the system, so you will need to carefully check recipes and ingredients before placing any orders.

If you have any further questions or enquiries please do not hesitate to contact Customer Care on 01942 707709 (lines open 8:00am to 5:00pm Monday to Friday) or email customercare@dolce.co.uk where we will be happy to help.

Kind Regards,

Dolce Customer Care



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