



St. Michael's Church of England Primary School

Carlisle Road, Dalston, Carlisle, Cumbria CA5 7LN · Tel: 01228 711544 · Headteacher: Mrs L Smith

Our school values: *Respect · Kindness · Challenge · Forgiveness · Perseverance*



Friday 25th October 2024

LUNCH TIME MEAL PROVISION

Dear Parents and Carers,

Lunch Time Catering

After half term we are delighted to share with you that Christine and her team will be preparing and serving home cooked meals from our kitchen using the 'Relish' recipe and meal planner. The price remains consistent at £2.75 per day / £13.75 per week.

We have made the decision to move 'in house' with our catering meal service in order to take on board pupil voice as to the types of healthy and tasty meals/food they would like to have included on the menu.

Meal Ordering

As a result, the way that you order your child's meals will change slightly. For the first few weeks, each child will order their food in school during registration that day. I have attached the menus for the first half term, so that you are familiar with the food choices on offer. They will work on a three weekly cycle until Christmas. The menus will also be posted on our website. Until pre-ordering at home is available, pupils will bring home a paper copy of the menu each Friday, so that they can circle their choices and bring back into school on the Monday of the following week.

Payment System

The payment method will be through the Arbor Parent App. However, due to the data being transferred from our current school information system, the log in details for this cannot be distributed until this is complete. You will receive a follow up email during half term with log in details for this app and instructions as to how to make payments.

Payment Refund

For parents already pre-paid this term, unfortunately funds will not be released to school under Dolce's terms and conditions. Refunds will be made directly to parents from Dolce and parents will have to contact Dolce's Customer Care directly. Contact details to ensure this happens are – Telephone: 01942 707709 (option 1) or email: customercare@dolce.co.uk. Please accept my sincere apologies for this inconvenience, but it is out of my control.

In changing to a new system, we hope to provide the best meal service possible for our pupils. As with any change, there can be unforeseen glitches. Be reassured Miss Jonsson in the school office and I are available to support you in the coming weeks whilst we make the transfer over.

I will write with further updates about our 'in-house' meal service in due course.

Kind regards

Mrs Lorna Smith