

Dear Parent/Carer

We are the appointed school caterers for East Hunsbury Smaller Hall 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.

There will be no cost for pupils in Reception / KS1 due to Universal Infant Free School meal entitlement.

SchoolGrid Account

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

Allergies

If you are having 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.

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

Kind Regards,

Dolce Customer Care



QUICK GUIDE

ORDERING YOUR CHILD'S LUNCHES

This guide includes information on how to:

- Activate your SchoolGrid account
- Top up your SchoolGrid account with credit
 - Preorder your child's meals

WHO PROVIDES MY CHILD'S LUNCHES?

Dolce - a family run, third-generation caterer passionate about creating healthy home-cooked meals, proudly provide your child's lunches. We also provide exceptional service for both pupils at the counter and parents via our market-leading approach to customer care and modern catering innovations.

With nutritious, tasty meals - cooked fresh from raw ingredients - we make sure that lunchtime is a highlight of the day whatever the stage of your child's school journey. Pupils and parents can order from home, or on the move via our award-winning system, SchoolGrid. We will ensure your children have the experience of a lunchtime.



Your child only eats meals they love with full parent/child easy pre-ordering



Home-cooked food from raw ingredients



Easy online payments



Full allergy protection



All menus are nutritionally analysed by our team of experts



Low cost meal prices



MAKING LUNCHTIMES ENJOYABLE FOR EVERY CHILD

We aim to make lunchtime an enjoyable experience for every child. Using a touch screen, children select their names at the hot plate, displaying their meal choice to both the cook and child, along with any allergies or dietary requirements. Our system helps the cook get to know each child on a first name basis, making them feel welcome at the lunch counter.

HOW TO ACTIVATE YOUR SCHOOLGRID ACCOUNT:

- Your school will activate your SchoolGrid account using your email address.
- Your account should always be kept in credit.
- Once the school has activated your account, you will receive an email from SchoolGrid containing your login details.

HOW TO TOP UP/ADD CREDIT TO YOUR ACCOUNT:

- Head to ACCOUNT
- Click MAKE CARD PAYMENT
- Auto populates the amount owed but this can be changed to add more credit on.
- Money should be paid into the CATERER purse.



WE CARE WHAT YOU THINK!

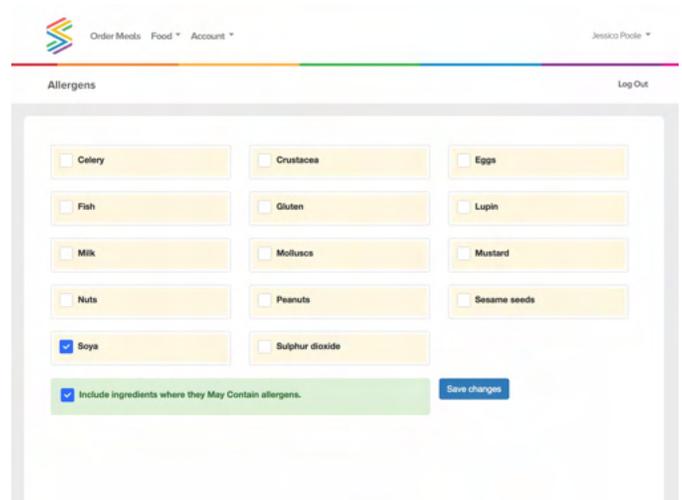
Rate the dish! We use a star rating system and monitor feedback each term to determine which dishes are most popular. So if your child is enjoying their school dinner, let us know. You can even 'Compliment the Cook.'



ALLERGENS

HOW TO BLOCK ALLERGENS ON SCHOOLGRID:

The sophisticated allergen blocking system prevents you and your child from ordering any unsafe meal options. All you need to do is tick which of the allergens apply and let the system take care of the rest.



We list the main 14 allergens as recognised by the Food Standards Agency, however if your child has allergens outside of those listed, or additional dietary requirements, please contact customer care on 01942 707709 (Opt. 1) or customer care@dolce.co.uk



FREE SCHOOL MEALS

Is your child entitled to Free School Meals? Head over to your local government website or to your school office to find out more and apply. You could save yourself hundreds of pounds each year.

PRE-ORDERING

We want you to know everything there is to know about our menus. That is why we use SchoolGrid, the award winning online pre-ordering system. Here you can see what's on offer across the whole term, including any special theme days which run throughout the academic year!

You can order flexibly, either day by day or up to a full term in advance. To help make an informed choice for your child, we provide the full ingredients list, recipe card and nutritional breakdown for each dish.





YOUR MENUS

Before the end of every school term, Dolce's customer care team will email you the next term's menu and any theme day menus.

HOW TO PRE ORDER A MEAL

- Click on order meals.
- You will be shown the main dishes to choose from - tick the relevant dish.
- Click on FULL MENU to see the side dishes and desserts available that week.

Cut-off for ordering your child's meal online for that day is 8.55am, daily. Or you can pre-order up to one full term in advance.



OUR FISH IS APPROVED BY THE MSC

WE ONLY USE SUSTAINABLE SEAFOOD WITH THE BLUE FISH LABEL TO HELP PROTECT OUR OCEANS



HAPPY HENS

ALL OF OUR EGGS ARE FREE RANGE INCREASED VITAMINS A, D & E AND OMEGA-3



IMPORTANT CONTACT INFORMATION:

For all enquiries, please contact customer care on 01942 707709 (Opt. 1) or customercare@dolce.co.uk
Available 8am - 5pm, Mon to Fri
**Excluding bank holidays





FREQUENTLY ASKED QUESTIONS

WILL THERE BE A CHARGE IF I PAY BY CARD?

There is no charge for making payments by either credit or debit card to your account.

IS THERE A LIMIT TO THE PAYMENT I CAN MAKE?

No, you can choose to pay as little or as much as you would like. Your current balance can be checked at any time in 'Account History'.

HOW OFTEN DO I NEED TO TOP UP MY ACCOUNT?

Payment by card is required in advance and you can top up your account as often as you like to ensure that your account is always in credit.

I HAVE MORE THAN ONE CHILD AT THE SAME SCHOOL – CAN I PAY FOR THEM ALL AT THE SAME TIME?

Yes, when making your card payment you will be asked how much you would like to credit to each account.

I AM ENTITLED TO FREE SCHOOL MEALS FOR MY CHILD – WHAT DO I DO NOW?

If you have been awarded Free School Meal entitlement please contact your school office to ensure that your account has been updated.

HOW DO I SET UP MY SCHOOLGRID ACCOUNT?

Your school will activate your account and you should receive an email from SchoolGrid containing your login details. If you haven't received your login details, please contact customer care on 01942 707709 (Opt. 1) or customercare@dolce.co.uk

WHAT IF MY CHILD'S ALLERGEN(S) / DIETARY REQUIREMENTS IS NOT LISTED ON SCHOOLGRID

We list the main 14 allergens as recognised by the Food Standards Agency, however if your child has allergens outside of those listed, or additional dietary requirements, please contact customer care on 01942 707709 (Opt. 1) or customercare@dolce.co.uk