20 July 2022

Dear Parents/Carers

**IMPORTANT INFORMATION**

**SCHOOL DINNERS PROVIDER CHANGING**

**SEPTEMBER 22**

Our school dinner provider will be changing from September 2022.

The name of our new provider is **Dolce** and we are delighted to introduce a new and exciting way of pre-ordering your child’s school meals.

Currently, all school meals are pre-ordered via the school website, well in advance, and from Year 3 upwards, school dinner payments have been made via ParentMail.

This will no longer be the case.

**With Dolce, you will be able to:**

* **Order your child’s school dinner up to a full term in advance or order flexibly day to day if you wish.**
* **If you have forgotten to order your child’s meal, you will still have time to place an order for your child up to 8.30am that same morning.**
* **There are some really exiting features within the ordering system which will allow parents to look up the nutritional facts, give ratings to the meal and you and your child will even be able to see the recipe and make any favourites at home together.**

Dolce use **SCHOOLGRID** as their pre-ordering system and all parents will need to have an account with SchoolGrid.

All payments will now be made directly to Dolce if your child is in Year 3 upwards and not in receipt of Free School Meals.

**To enable this initial set up, the school will be sharing some data with Dolce/SchoolGrid. Dolce will be contacting (via email) all parents/carers to provide more detail about the catering service being offered in readiness for the new academic year.**

**Please see attached the Parent Pack detailing all the information you require.**

**PLEASE NOTE, YOU WILL NOT BE REQUIRED TO RETURN THE REPLY SLIP AT THE BOTTOM OF THE INFORMATION LEAFLET ATTACHED**

Once the SchoolGrid account has been set up, parents will have access to tick any allergies and enter dietary needs in the areas indicated within their child’s account.

**IF PARENTS HAVE ANY QUERIES OR ARE EXPERIENCING PROBLEMS, THEY CAN CONTACT DOLCE CUSTOMER CARE DIRECTLY MONDAY TO FRIDAY, 8AM TO 5PM.**

**Dolce contact information:**

* **Telephone 01942 707709**
* **Email** [**customercare@dolce.co.uk**](mailto:customercare@dolce.co.uk)

**SchoolGrid contact information for technical issues:**

* **Telephone 01506 300310**
* **Email** [**support@schoolgrid.co.uk**](mailto:support@schoolgrid.co.uk)

**Over the next few days:**

Please look out for the email from Dolce/Schoolgrid inviting you to set up your account as this will be required for pre-ordering your child’s school dinner for September.

* Reception, Years 1 and 2 will continue to be eligible for Universal Free School Meals, and will use SchoolGrid to pre-order school meals
* Year 3 upwards will need to pre-order school meals via SchoolGrid and pay for the meals.
* Children eligible to Free School Meals will also need to pre-order their meals but will not be charged.

We look forward to embarking on this new and exciting experience.

Kind regards

Wixams Tree Primary