

Dear Parent/Carer

We are the appointed school caterers for St Raphael's Catholic Primary School 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.

### **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, allergies, ingredients and make payments.

### **Allergies**

If you are finding 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**

If your child is in Reception / KS1, this 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.

If your child is joining this school as a Nursery child, the cost of a school meal will be **£3.50** a day. (£17.50 a week)

### **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](mailto: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 SchoolGrid technical support on 01506 300310 or by email to [support@schoolgrid.co.uk](mailto:support@schoolgrid.co.uk)

Kind Regards,

Dolce Customer Care

