



ST RAPHAEL'S CATHOLIC PRIMARY SCHOOL

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*** IMPORTANT INFORMATION FOR PARENTS ABOUT SCHOOL MEALS ***

*** ALL SCHOOL MEALS ARE PROVIDED BY DOLCE ***

*** ALL ORDERING, MEALS CHOICES ARE VIA SCHOOLGRID ***

July 2026

Dear Parents/Carers,

Who is Dolce?

Dolce is a family run business, specialising in catering for education. They manage the catering provision within the school kitchen at St Raphael's and all ordering, choices of meals and payment collection on behalf of school.

Dolce use SchoolGrid for the purpose of all parental school meals administration. School Grid enables you to pre-order meals, make card payments, add allergens, change personal details such as email address and password, view menus, recipes and ingredients.

What you need to do:

Account: Current parents will have an account with School Grid account, you will use this to order meals in the new academic year – if you are not yet set-up please contact school for an activation email as they are only valid for 24 hours. From your account you will be able to order, choose and pay for school meals. You also have full control of yours, and your childrens' information, dietary needs, allergens and view menus and ingredients.

Ordering Meals: Parents have control over ordering and paying for school meals. You will be able to order meals and choose what your child will eat up to set cut off times (see School Grid parents' guide) you then pay for your meals at checkout. Please Be Aware: **If your child is to have school meals you must have ordered a meal using School Grid regardless of whether the meal is free or paid – this must done by parents before the child arrives at school.**

Payments: You pay online at checkout for your Dolce School Meals with a debit card and your order is confirmed instantly. You choose and pay for the meals taken, if you prefer to order 1 week at a time you have the flexibility to do this, you can also order and pay for longer periods of time, whichever suits your personal finances.

Non-Payment/Debts: If a meal is served to a child without it being paid for parents will be notified. Under Dolce Terms & Conditions once a non-payment/debt reaches 3 meals Dolce will put your account on hold and your child will be asked to bring packed lunches.

Free School Meals: If your child will be in Reception in September 2026 they will be eligible for the Universal Free School Meal. Nursery children and pupils in years 3-6 will need to pay for their school meals. The price of a school meal from September 2026 will be £3.66 a day.

"May God's love shine in our lives as we care and share and learn together."

Kitchen Operation: When the children arrive for lunch service the child (supported as required) will select their name on the touchscreen, this will then tell the kitchen staff what the child has ordered, this meal will then be served to the child. If a child has not been ordered a meal for that day this will also be shown.

Step 1 - Setting up Your Account

NO ACCOUNT = NO SCHOOL MEALS

If you have not yet set-up your SchoolGrid account you need to do this first, without this your child will not receive a school meal as you will not be able to order or pay.

Dolce/SchoolGrid will be supplied with the emails of all priority 1 contacts on the School Database (this will be the contact who is to receive Text Messages).

SchoolGrid will send a sign-up email to all parents listed a priority 1 - please be aware that the activation email is only valid for 24 hours. This will be resent regularly by SchoolGrid until you have activated your account. Even if your child has a packed lunch, please activate your account for future use.

Step 2 – Using SchoolGrid to Order School Meals

ORDER MEALS - CHOOSE - CHECKOUT

Log into your Account, select ORDER MEALS, CHOOSE your food, then CHECKOUT.

Once you have set-up your account and ordering for Autumn Term 1 is online you will be able to order School Meals for your child/children.

Further instructions on how to do this and to access support from Dolce/School Grid are provided in the parent guide below.

[PARENT GUIDE TO SCHOOL GRID](#)

We have added all this information to the School Meals page on the School Website [here](#).

If you have any questions, please feel free to contact us on 0161 338 4095 or via admin@st-raphaels.tameside.sch.uk and we will do our best to help you. Thank you for your cooperation.

Kind regards,

Mrs C Fletcher
School Business Manager

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