Dear Parent/Carer

We have been appointed to supply school dinners for Bradfield C of E 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.

The cost of a school dinner will be **£2.30** per day (£11.50 per week).

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

Direct Debit - This will be collected from your account on or around the 1st or the 15th of each month and will work in arrears for the meals you have taken the month before. To set this up please access your SchoolGrid account - [account] - [direct debit]
You will receive a statement two weeks before a payment is due stating the amount and the date the payment will be taken. We can not set up Direct Debits over the phone.

If you prefer not to pay by Direct debit we ask that all accounts are kept in credit. You can top your account up by:
Online Card Payment - A card payment can be made online through your SchoolGrid account, please log on and select [Account] - [Pay by card] where on screen prompts will assist in taking payment.
Telephone Card Payment - Our Customer Care team are available 8.00 am to 5.00 pm Monday to Friday to take a card payment for your account on 01942 707709. The minimum payment amount we can accept over the phone is £10.

Free Meals

If your child is in Reception / KS1 then you are entitled to 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 in Nursery / KS2, you may still be entitled to Free School Meals so please contact your local authority to find out if you are eligible. Once a decision has been made, the local authority will inform the school and update your account to Free school meals.

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 SchoolGrid technical support on 01506 300310 or by email to support@schoolgrid.co.uk