



Windmill Primary School

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Achievement through Creativity, Community and Challenge

03 July 2024

Dear Parents and Carers,

We are pleased to inform you that from September 2024 we will be moving to a different school dinner supplier called Dolce. Lunches will no longer be provided by The School Lunch Company.

Parents/carers will be sent details of how to access the Dolce system by email. The system is called School Grid. Unfortunately, only 1 email address per child can be used. School Grid will use the primary email address which is the same one that your child's school report is sent to.

This is a very important email so please check your inbox and your junk folder, we anticipate this email being sent to you on 10 July 2024.

On receipt of your email you have 24 hours to activate your School Grid account.

You will need to do this to enable you to pay for and order meals. This should be done for all pupils regardless of which Key Stage your child/children are in and whether you pay for meals or receive Free meals or Universal Free School Meals. If your child/children are bringing their own packed lunches from home we would still encourage you to activate your account in case they would ever like to have a meal in the future.

The administration of the new system will be very different from the current system and we'd like to highlight some important differences.

Dolce has provided a very useful Quick guide that can be found on the Windmill Primary School Website at <https://tinyurl.com/WindmillDolce> and a welcome from Dolce is attached to this letter.

From September, children can choose to have either packed lunches or school meals on different days, rather than needing to choose one or the other for the entire term. You will also be able to view the termly menu and pre-select your child's daily meal.

Key Stage 1 (Receptions, Years 1 & 2)

If your child will be in Reception, Year 1 or 2 from September 2024 or will receive Free School Meals, you do not need to credit your account, **however you will still need to select your child's meal in advance. If you have not made a meal selection your child will be given a sandwich on the day.**



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All meals must be selected by 8.55am in advance every day. Meal selections need to be made at least a week in advance, and you will have the ability to pre-select termly in advance if you wish. Although changes to your choice can be made after you have selected it, leaving it too late may result in the selection being unavailable.

Key Stage 2 (Years 3, 4, 5 & 6 from September 2024)

As mentioned above you need to pre-select your child's meal choice, along with paying in advance via School Grid.

Prepayment of meals must be completed on the system before meal choices can be made.

Please note your account must always be kept in credit. Dolce reserves the right to refuse to provide your child with a meal if your account is not in credit. Dolce will only allow 3 days grace before refusing to provide any further meals. They will email you daily to alert you of this and you must make immediate payment for meals to continue.

Please ensure you have paid in advance for meals and made your meal selections before the start of the September term (04 September 2024) as soon as you have received your email from School Grid and activated your account you will be able to pay and select your meals for September 2024.

School meal price will be **£2.70 per day** from 1 September 2024. The cost for Term 1 (Weds 04 Sept - Fri 25 Oct) will be £102.60.

If your child will be absent or late to school, you must let us know via the absence line and also state if your child's chosen meal should be cancelled or if they are returning to school in time for lunch.

Our new system gives you greater control over what your child is eating and you will have a closer relationship with Dolce, our new school meal provider.

Although from September 2024 school meals will be paid direct to Dolce via School Grid, please do not delete your School Gateway App, you will still need access to School Gateway to pay for other events such as school trips, swimming etc as they will continue to be paid this way.

Yours faithfully

The Windmill Office Team



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