Dolce is a family run business, specialising in catering for education. As the new school term begins and preparations are made for the 'experience of a lunchtime' in your child's school, please take a moment to familiarise yourself with our simple meal ordering processes.

SchoolGrid 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 etc.

HOW TO SET UP YOUR SCHOOLGRID ACCOUNT

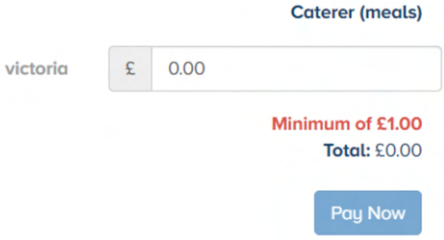
You do not need to do anything. Your school will add your child / children and your contact details to the system which will then activate your account. You will receive an email from SchoolGrid which includes your activation link. Please follow instructions carefully to fully activate your account. If you have not received this email, please contact your school office or Dolce Customer Care.

HOW TO ADD CREDIT TO YOUR CHILD'S SCHOOLGRID ACCOUNT:

You will need to add credit to your account for your child to receive a meal or select a pre-order. Credit can be applied at any time suitable for you whether it's daily, weekly, monthly or even up to a term in advance. Pre-orders can also be made on the day of the meal to be taken **before** 8:55am.

The meal price can be seen on the debit / credit card top up page.

Please log onto your SchoolGrid account and select **[account] - [make card payment]**. You can add any chosen amount and can change any figure that has auto populated in the caterer meals box and select **[Pay Now]** to take you to your payment page.



- Please ensure all credit 'top up's' are allocated to the Caterer (meals) box.
- This can be topped up as often as you like and for your chosen amount.
- Your account will need to be in credit before any pre-order can be made.

HOW TO ORDER YOUR CHILD'S SCHOOL MEALS:

Please log into your SchoolGrid account and select [Order Meals]. You can scroll through the weeks and select meals for the full week or only the days you require.

The system will only allow you to pre-order a main meal, we do not take pre-orders for side dishes or desserts. These can be chosen by your child on the day and any dietary requirements will be taken into consideration by our trained serving team.

All pre-orders can be made in advance up until 08:55am on the morning of the meal to be taken.

Please note that pre-ordered meals will only be charged to your account once your child has collected their meal, at the time of lunchtime service.

To view Side dishes and Desserts available for a chosen day, please select:

To view all of your selected pre-orders go to **[Food] - [Current Orders]**

HOW TO VIEW ALL CHILDREN:

Move between your children's accounts on SchoolGrid by heading to the home page (click) and select **[other accounts]**. You can also change your child's name on the drop down box in the top right hand corner.

Please note: If you are using a mobile device you will need to select the three lines or three dots on the top right hand side, then select the option you require.

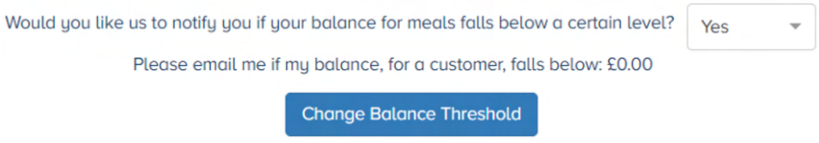
FREE SCHOOL MEALS

If your child is in KS1 (Reception, Year 1 or Year 2) you automatically receive Universal Infant Free School Meals (UIFSM) and do not need to pay for any meals until your child reaches year 3. You do not need to do anything, the system knows you are entitled to free school meals and will not charge you or ask for funds to enable you to pre-order.

If you are entitled to benefit related free school meals, please ensure your school is aware who will then update the SchoolGrid system. Once the school has updated SchoolGrid, you can make a pre-order without being asked to add any credit.

LOW BALANCE ALERT

You can set a low balance alert which will email you once your account falls below a certain level, set by you. To set your low balance alert click **[Account] - [Make a card payment]**. Below the meal price, you will see a prompt with the box auto populated to "no" change the drop down to "Yes". Select "Change Balance Threshold" and add your preferred limit and click save.



HOW TO VIEW YOUR ACCOUNT HISTORY:

Once logged into your SchoolGrid account, please select **[account] - [view activity].** This will show you all the meals that your child has received, charges applied and any payments you have made.

HOW TO CANCEL A PRE-ORDERED MEAL:

If for any reason your child decides they no longer want the meal or they are absent from school, please cancel the pre-ordered meal. You can do this by logging into SchoolGrid, selecting the relevant day and then clicking **[cancel meal].** You will need to do this no later than 8:55am on the morning of the meal to be taken.

ALLERGENS:

If your child has any of the 14 main allergens or is diabetic, you can update this information directly on their SchoolGrid account:

- Go to **[Food] > [Allergens].**
- Tick the relevant boxes and select **[Save Changes].**
- Once selected, the system will automatically block meals containing your chosen allergens, preventing you from pre-ordering those dishes.
- You can view all dishes, their ingredients, carb counts and allergens by clicking on a dish. Go to **[Order meals]** and click on your chosen dish.

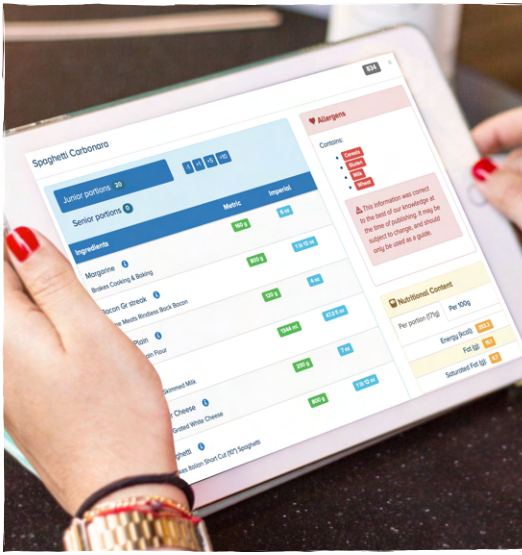
If your child has an allergen and you would like to discuss the menu choices further, please contact **customercare@dolce.co.uk/01942 707709 (option 1).**

SPECIAL DIET INFORMATION:

If your child has an allergy outside of the fourteen listed on SchoolGrid, follows a special diet or has other dietary requirements, e.g. vegetarian, vegan, Halal, please contact Dolce customer care where we may be able to add a dietary note to your child's account.

Please be aware that this note cannot prevent dishes being pre-ordered and so we strongly advise that you carefully check recipes and ingredients thoroughly before placing orders.

Please remember that recording dietary information is the sole responsibility of the parent/carer and not the school. SchoolGrid operates independently from the school system, so Dolce kitchen staff rely solely on the information you, as a parent, provide on SchoolGrid.



SIDE DISHES AND DESSERTS

To view the full menu options please log on to your SchoolGrid account and go to **[order meals].** You will see an orange tab **[full menu]** if you click this it will show you the full range of side dishes and desserts available for that day. This will also allow you to view all of the nutritional content.

Side dishes and desserts can not be pre-ordered but can be chosen, by your child, at the time of service. Dolce also provides a salad bar and fresh bread, each day.

CHANGE OF ADDRESS OR PHONE NUMBER:

Go to **[Account] - [Manage Contact Details]** add your correct details and then click **[Update]**

COMPLIMENT THE COOK:

If your child enjoys their meals, why not let the cook know! You can do this in **[Account] - [Compliment the cook].** This is for simple compliments only, any feedback, complaints or questions should be sent to customercare@dolce.co.uk

CO-PARENTING / SHARED PARENTING

There can only be one main "standard" account holder on each child's SchoolGrid account. The standard account has full access to the above features.

A second parent can be added on a "Pre-order only account". This will allow you to make a pre-order only. If you would like to make a payment for school meals, you can only do this over the phone by calling customer care on 01942 707709 (option 1).

How to contact us:
Should you need any further assistance regarding the above information, please do not hesitate to contact Dolce Customer Care where a member of our friendly support team will be happy to help.

Email - customercare@dolce.co.uk
Phone - 01942 707709 (option 1)

FREQUENTLY ASKED QUESTIONS

HOW DO I ACTIVATE A SCHOOLGRID ACCOUNT?

You do not need to do anything. Your school will add your child / children and your contact details to the system which will then activate your account.

DO I NEED TO GIVE YOU NOTICE THAT MY CHILD WOULD LIKE SCHOOL MEALS?

We are very flexible and do not require notice for your child to have school meals.

DO I NEED TO MAKE A PRE-ORDER?

We recommend you pre-order your child's meals to help ensure they receive their preferred choice and to avoid waste.

HOW DO I VIEW THE PRE-ORDERS I HAVE MADE?

To view all of your selected pre-orders go to **[Food] - [Current Orders]**

HOW DO I TOP UP MY CHILD'S ACCOUNT?

Please log onto your SchoolGrid account and select **[account] - [make card payment]**. You can add any chosen amount and can change any figure that has auto populated in the caterer meals box and select **[Pay Now]** to take you to your payment page.

HOW MUCH IS MY CHILD'S SCHOOL MEAL?

The meal price can be seen on the debit / credit card top up page. Please log onto your SchoolGrid account and select **[account] - [make card payment]**

DOES SCHOOLGRID HAVE AN APP?

SchoolGrid does not have an app. Please log on to your SchoolGrid account through your device here https://app.schoolgrid.co.uk/login

WHY CAN I NOT SEE THE MENU OPTIONS ON MY MOBILE?

If you are using a mobile device you will need to select the three lines or three dots on the top right hand side, then select the option you require.

WHAT IF MY CHILD HAS AN ALLERGY?

If your child has one of the main 14 allergens or is Diabetic, you can tick this on their account. **[Food] - [Allergens]**. Tick the relevant box and select **[save changes].**

WHAT IS THE LATEST I CAN PRE-ORDER A MEAL OR CANCEL A PRE-ORDER?

All pre-orders and cancellations can be made in advance up until 08:55am on the morning of the meal to be taken.