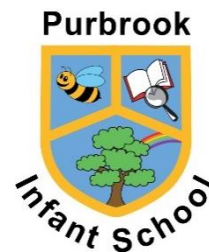


**PURBROOK INFANT SCHOOL**  
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Headteacher: Lisa A de Carteret  
Assistant Headteachers: Zoe Bailey and Paul Stray  
School Business Manager: Hazel K Dean



25 October 2024

Dear Parents/Carers

### **Change of School Caterer and Ordering Food**

As you have seen from previous communications, we will have a new catering company and system in place for ordering your child's lunch.

As with any new system there are likely to be teething problems but please be assured that we will work hard to rectify these as they arise and will keep you informed of any changes we may have to make.

Please see below bullet points of pertinent information:

- One parent from each family should now have received a welcome email from School Grid. This will enable you to set up an account which will allow you to pre-order food for your child from home
- **Ordering Cut off Time:** Please note, that as all ordering is done online, both by parents and school staff, Dolce has a strict cut off time for ordering and this cannot be amended by school staff after it has been closed. The cut off time for ordering a school lunch is 8.55am by parents and 9.15am by school staff
- If your child has an appointment and will be in late but requires a lunch that day, please let us know by leaving the school a voicemail. We have set up a designated telephone option – option 4. You can pre-order a lunch or leave us a message (before 9.15am). We just need you to let us know that your child will be in later that day. Please do not leave a message on the normal absence line as staff may not get to your message in time
- **Ordering in Advance:** You can order in advance for the whole week (possibly longer). If you do this but then your child is not in school before 9.15am because you are taking them to an appointment but you haven't informed us of this, **their lunch request will be cancelled** and you will need to provide them with a packed lunch. Whilst lunches are free to parents, the school has to pay for these.

### **In summary**

If we are not informed about a child's absence, we will cancel pre-ordered lunches.

If you arrive after 9.15am without giving us prior notification that your child will be arriving late you will need to provide your child with a packed lunch.

Yours sincerely

Mrs L A de Carteret  
Headteacher