

Dear Parent/Carer

We have been appointed to supply school dinners at Nicholas Hawksmoor Primary School and are determined to offer you and your child an excellent service. Lunchtime is more than a nutritious meal, it is an opportunity to relax and socialise. It is important to us that each and every young person enjoys their meal and has the energy to study and learn in the afternoon.

For pupils taking a school lunch we provide a wide choice which is appealing to young people. Therefore, to help ensure that your young one gets the meal of their choice, your child (with you - if you wish) will have the opportunity to order their meal in advance using our award winning software "Live Kitchen".

For your information, the cost of a school dinner will be **£2.30** per day (£11.50 per week), until further notice.

#### **Dinner Money**

Meal purchases can be made online through your Live Kitchen account by either card payment or Direct Debit. You can also pay with your card over the telephone if you prefer by contacting Customer Care on 01942 707709

#### **Your account**

- If have set-up an account then you will be given the facility to make payments online but you must ensure your account is kept in credit. When making an online payment please ensure that you allocate your payment into the 'Caterer (meals)' box.
- The alternative way of paying is by Direct Debit. If you choose to pay by Direct Debit you will be advised by email of the amount of money to be taken from your account two weeks before it is collected. The statement will detail which of your children has taken a meal, on which date, and the dishes chosen. Unfortunately we are unable to arrange Direct Debits over the telephone and they must be set up through your access to Live Kitchen.
- Once you provide your school with your email details you will automatically receive a parent login from our software provider 'Live Kitchen' this system is packed with great features pre ordering, online payments and dish rating. You can also view your child's choices and look up recipes to see what they contain. Don't worry if you are unable to provide this information straight away, your school office can activate your access at any time.

If you have any questions, comments or suggestions regarding our services please do not hesitate to contact our friendly Dolce Customer Care on 01942 707709 or by email to [customercare@dolce.co.uk](mailto:customercare@dolce.co.uk) we are always happy to hear from you.

If you experience any technical issues with access to Live Kitchen please contact Live Kitchen technical support on 01506 300310 or by email to [support@live-kitchen.co.uk](mailto:support@live-kitchen.co.uk)

Yours sincerely

Dolce Customer Care

