



Hot School Meals Pirton Hill Primary School



How to Pre-Order Hot School Meals: A Parent / Carer Guide

*REMEMBER: All hot school meals must be pre-ordered
by parents / carers – including for children who are
entitled to free school meals.*



How do I order meals for my child?

Dolce use an online app called SchoolGrid.

This allows you to:

- Top up your child's account;
- Check your balance;
- Pre-order your child's meals; and
- Check which days you have ordered meals for.

The link for SchoolGrid is:

<https://app.schoolgrid.co.uk/>

or simply use this QR code

*But, you will need your email
from SchoolGrid with your
log in details first (see below)*



My child has an allergy and/or dietary requirements, what should I do?

The allergen blocking system on SchoolGrid prevents you or your child ordering an unsafe meal option. All you need to do is tick which of the allergens apply and the app will do the rest!

This section is for allergies **NOT preferences**.

*Remember, your child will not be able to choose anything from
the menu that contains anything you tick!*



Does my child get free meals?

The SchoolGrid home page will show which of your children get or do not get free school meals.

If you think that this is incorrect, please speak to the school office ASAP.

The screenshot shows the 'Account' tab selected. It lists two children: 'Trainee Child Aardvark' (Year 3) and 'Trainee Child 2 Aardvark' (Year 2). For the first child, the 'Payment' is 'Cash' and the 'Cash Balance' is '\$0.00'. For the second child, the 'Payment' is 'Free' and the 'Cash Balance' is '\$0.00'. Arrows from the text above point to these sections.

If your child is eligible for free meals, it is your responsibility to decide if you want your child to have a free hot school meal or not. By pre-ordering the meal, you confirming that you want your child to take up this entitlement. If you choose not to pre-order a meal for your child, it is assumed that you have chosen not to take up this entitlement for your child on that day.

How do I pre-order?

- 1) Select the child you are pre-ordering for
- 2) Click on ORDER MEALS on the main menu

The screenshot shows the 'Order Meals' screen. At the top is a rainbow logo and an upward arrow. Below it are dropdown menus for 'Food +', 'Account +', and 'Trainee Child 2 +'. Under the 'Trainee Child 2 +' dropdown, two options are listed: 'Trainee Child Pilton Hill Primary School' and 'Trainee Child 2 Pilton Hill Primary School'. Arrows from the first two steps of the list point to these elements.

- 3)  Click on the blue arrow to scroll to the correct week!

- 4) You will be shown the main dishes to choose from – simply SELECT your child's choice for each day

The screenshot shows the meal selection screen. It has two sections: 'Thursday, 04 Jan' and 'Friday, 05 Jan'. Each section has a 'No Order' button and three radio button options. For Thursday, the options are 'Oven Baked Sausages', 'Pasta Neapolitan. (VG)', and 'Jacket Potato & Choice of Fillings'. For Friday, the options are 'MSC Fish Fingers' and 'Cottage Pie (VG)'. Arrows from the text above point to these sections.

Deadline for ordering your child's meal for that day is 8.55am. But you can pre-order up to one full term in advance.



How do I pay for my child's meals?

1) Expand the menu (click on the 3 horizontal lines)

2) Then click on 'Account' to see all of the options

3) Click MAKE CARD PAYMENT

The screenshot shows a mobile app interface. At the top left is a logo with colorful horizontal lines. To its right is a hamburger menu icon (three horizontal lines). Below the logo, the text 'Order Meals' is visible. Underneath is a 'Food' dropdown menu. The 'Account' option is highlighted with a grey background. Below 'Account' are several menu items: 'View activity', 'Change email / password', 'Make card payment', 'Communication', and 'Manage Contact Details'. Arrows from the instructions point to the hamburger menu, the 'Account' option, and the 'Make card payment' option.

4) Enter how much you want to add to each child's account.

If you have once child who gets free meals and one you pay for, please choose the correct child!

5) Click PAY NOW and follow the instructions.

The screenshot shows a payment screen. At the top, it says 'The standard meal price at your school is £2.65'. Below this is a section titled 'Caterer (meals)'. There are two input fields for 'Trainee Child' and 'Trainee Child 2', each with a pound sign and a value of '0.00'. Below these fields, it says 'Minimum of £1.00' and 'Total: £0.00'. At the bottom right is a blue button labeled 'Pay Now'. Arrows from the instructions point to the input fields for each child and the 'Pay Now' button.

Please note: If you have to buy meals for your child, all meals must be paid for in advance!

What if my child can't remember what we pre-ordered?

Don't worry! When your child arrives for their lunch, they simply use the touchscreen to select their name and their meal choice will be displayed to the child and the cook (*along with any dietary requirements*).