

YOUR MENUS

Before the end of every school term, Dolce's customer care team will email you the next term's menu and any theme day menus.

HOW TO PRE ORDER A MEAL

- Click on order meals.
- You will be shown the main dishes to choose from - tick the relevant dish.
- Click on FULL MENU to see the side dishes and desserts available that week.

Cut-off for ordering your child's meal online for that day is 8.55am, daily. Or you can pre-order up to one full term in advance.



IMPORTANT CONTACT INFORMATION:

For all enquiries, please contact customer care on
01942 707709 (Opt. 1) or customercare@dolce.co.uk
Available 8am - 5pm, Mon to Fri
**Excluding bank holidays



FREQUENTLY ASKED QUESTIONS

WILL THERE BE A CHARGE IF I PAY BY CARD?

There is no charge for making payments by either credit or debit card to your account.

IS THERE A LIMIT TO THE PAYMENT I CAN MAKE?

No, you can choose to pay as little or as much as you would like. Your current balance can be checked at any time in 'Account History'.

HOW OFTEN DO I NEED TO TOP UP MY ACCOUNT?

Payment by card is required in advance and you can top up your account as often as you like to ensure that your account is always in credit.

I HAVE MORE THAN ONE CHILD AT THE SAME SCHOOL – CAN I PAY FOR THEM ALL AT THE SAME TIME?

Yes, when making your card payment you will be asked how much you would like to credit to each account.

I AM ENTITLED TO FREE SCHOOL MEALS FOR MY CHILD – WHAT DO I DO NOW?

If you have been awarded Free School Meal entitlement please contact your school office to ensure that your account has been updated.

HOW DO I SET UP MY SCHOOLGRID ACCOUNT?

Your school will activate your account and you should receive an email from SchoolGrid containing your login details. If you haven't received your login details, please contact customer care on 01942 707709 (Opt. 1) or customercare@dolce.co.uk

WHAT IF MY CHILD'S ALLERGEN(S) / DIETARY REQUIREMENTS IS NOT LISTED ON SCHOOLGRID

We list the main 14 allergens as recognised by the Food Standards Agency, however if your child has allergens outside of those listed, or additional dietary requirements, please contact customer care on 01942 707709 (Opt. 1) or customercare@dolce.co.uk