

Good afternoon,

We have changed the process of ordering school meals on SchoolGrid slightly and you will now require a credit on your account or have a Direct Debit set up to be able to place orders.

Please note this does not affect your account if you are entitled to Free School Meals or if your child receives Universal Infant Free School Meals (Reception, Year 1 or Year 2).

If your SchoolGrid account is not in credit or does not have a Direct Debit set up, you will no longer be able to place an order for a meal provided by the school. You can top up your account by making a card payment via your SchoolGrid account or you can set up a Direct Debit via your SchoolGrid account (if your outstanding balance is less than £16)."

If you have any further questions, please do not hesitate to contact Dolce Customer Care at [customercare@dolce.co.uk](mailto:customercare@dolce.co.uk) / 01942 707709.

Kind Regards,  
Angie Lingwood  
Dolce Support Manager