

20th October 2021

Dear Parents and Guardians

As we approach half term we thought it would be useful to communicate some points to help your children with their meal experience.

The new outlets and food destination points are proving very popular.

We installed a new card system in September following guidance around biometric and touch screen restrictions for Covid safety

Initially this proved a slower system than the one you enjoyed in prior years, however, following some modifications we are at a better place now with respect to length of queues and speed of service. There were also some initial issues regarding Parentpay integration which was not restricted to our system but was a nationwide fault. We thank you and your children for their patience.

The FSM allowance is for lunch only but should your child require a snack at break time then they can of course fund this through any Parentpay funds that you have put on their card.

If your child loses or damages their card then the first replacement is free. Should this happen again then there will be a £3 charge for the replacement. Please can you advise your children that if their card is lost they must let the Catering team know as soon as possible so it can be cancelled.

**Replacement cards will be issued at morning break from the kitchen team from half term onwards and not from the office.**

We hope that you enjoy the half term break

Dolce Catering Team



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