

Dear Parents/Carers,

In September your child will be making their transition into KS2 and this means you are no longer entitled to KS1 Universal Infant Free School Meals. However, your child may still be entitled to Free School Meals so please contact your local authority to find out if you are eligible.

There are a number of ways you can pay for your school meals if you are not entitled to free school meals;

Direct Debit - This will be collected from your account on or around the 1st or the 15th of each month and will work in arrears for the meals you have taken the month before. To set this up please access your Live Kitchen account - [account] - [direct debit]

Online Card Payment - A card payment can be made online through your Live Kitchen account, please log on and select Account from the top menu options and select Pay by card where on screen prompts will assist in taking payment.

Telephone Card Payment - Our Customer Care team are available 8.00 am to 5.00 pm Monday to Friday to take a card payment for your account on 01942 707709. The minimum payment amount we can accept over the phone is £10.

If you do not have a Live Kitchen account already, please provide your school with your email address and request an account to be activated. The school will then set up your account. You will then receive an email containing your password and a link to the site where you can view menus, update allergen information, pre order meals, make card payments and / or set up a direct debit.

If you have any further questions or enquiries please do not hesitate to contact Customer Care on 01942 707709 (lines open 8:00am to 5:00pm Monday to Friday) or email customercare@dolce.co.uk where we will be happy to help.

Kind Regards,

Customer Care

