

Welcome to Dolce



Dolce is a family run business, specialising in catering for education. Our secondary school offering allows students to experience a grown up high street dining experience, with a particular focus on fresh nutritious food inspired by dishes from around the world. Self-checkout tills and contactless payment fobs keep queues to a minimum, enabling pupils to make the most of their lunch break, read on to learn how to get started.

HOW TO SET UP YOUR SCHOOLGRID ACCOUNT

You do not need to do anything. Your school will add your child / children and your contact details to the system which will then activate your account. You will receive an email from SchoolGrid which includes your activation link. Please follow instructions carefully to fully activate your account. If you have not received this email, please contact your school office or Dolce Customer Care.

FOBS

To purchase any food / drink at breaktime or lunchtimes, your child will need a fob. This will be issued to your child in school on the first day of term. You can add credit to your fob through SchoolGrid.

Your child will need this fob with them at break or lunch times to be able to purchase any food or drink items. Without the fob, your child will be refused service. Replacement fobs can be purchased at the lunchtime service tills for a fee of £1.00. This will be added to your SchoolGrid account and deducted from any credit you may have.

HOW TO ADD CREDIT TO YOUR CHILD'S SCHOOLGRID ACCOUNT:

You will need to add credit to your account for your child to receive a meal or food item. Credit can be applied at any time suitable for you whether it's daily, weekly, monthly or even up to a term in advance.

Please log onto your SchoolGrid account and select **[account] - [make card payment]**. You can add any chosen amount and can change any figure that has auto populated in the caterer meals box and select **[Pay Now]** to take you to your payment page.

Caterer (meals)

victoria

£ 0.00

Minimum of £1.00

Total: £0.00

Pay Now

This can be topped up as often as you like and for your chosen amount.

HOW TO VIEW ALL CHILDREN:

Move between your children's accounts on SchoolGrid by heading to the home page (click) and select **[other accounts]**. You can also change your child's name on the drop down box in the top right hand corner.



Please note: If you are using a mobile device you will need to select the three lines or three dots on the top right hand side, then select the option you require.

FREE SCHOOL MEALS

If you are entitled to benefit related free school meals, please ensure your school is aware who will then update the SchoolGrid system. Once the school has updated SchoolGrid, any purchased items will not be charged to your account, up to the value of the free school meal allowance. If you would like your child to have the ability to purchase additional food or drink items, please see 'Spend limit' below.

SPEND LIMIT

You can set a spending limit for your child which they will not be able to exceed each day. Click **[Account] - [Set Spend Limit]**. You can change the auto populated amount to your preferred limit.

If your child is on benefit related free school meals, any spend limit set will be in addition to their free school meal allowance and you will be charged for any additional items. If you do not want your child to purchase any food or drinks in addition to their free school meal allowance, make sure this is set to £0.00.

LOW BALANCE ALERT

You can set a low balance alert which will email you once your account falls below a certain level, set by you.

To set your low balance alert click **[Account] - [Make a card payment]**. You will see a prompt with the box auto populated to "no" and change the drop down to "Yes". Select "Change Balance Threshold" and add your preferred limit and click save.

Would you like us to notify you if your balance for meals falls below a certain level?

Yes



Please email me if my balance, for a customer, falls below: £0.00

Change Balance Threshold





MENUS

We offer a variety of nutritious meals daily which includes Vegetarian and vegan options alongside meat and fish dishes. A variety of vegetables and starchy sides for balanced meals packed with vitamins and minerals.

New subjects, new friends, changing tastes. As their school journey continues, we're here to help them grow too. We offer a wide variety of daily nutritious meals, including vegetarian and vegan options alongside meat and fish dishes. By taking inspiration from popular food trends and street food from around the world, we aim to encourage students to broaden their tastes with a 3 weekly menu cycle so there's always something new to try. We also offer a range of vegetables and sides packed with vitamins and minerals for a balanced diet. Our Grab&Go offering also provides nutritious food and convenience during the lunch break. We are certain our menus will compliment even the fussiest of eaters.

Menus and tariffs are fully displayed in the food service areas.

Example menus can be found on our website
<https://www.dolce.co.uk/education-catering/secondary-school/our-food/>

ALLERGENS

Allergens are displayed next to each dish and any pre-packed foods will have a full ingredients label attached to it.

HOW TO VIEW YOUR ACCOUNT HISTORY:

Once logged into your SchoolGrid account, please select **[account]** - **[view activity]**. This will show you all the meals that your child has purchased, charges applied and any payments you have made.

CHANGE OF ADDRESS OR PHONE NUMBER:

Go to **[Account]** - **[Manage Contact Details]** add your correct details and then click **[Update]**

How to contact us:

Should you need any further assistance regarding the above information, please do not hesitate to contact Dolce Customer Care where a member of our friendly support team will be happy to help.

Email - customercare@dolce.co.uk
Phone - 01942 707709 (option 1)