



St. Mary's RC Primary School, a Voluntary Academy

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"Called to love as God loves"

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School Meals and SchoolGrid

Dear Parents and Carers,

Parents and carers of children who receive school meals should now have received their SchoolGrid login details, ready for the new system going live this **Friday**.

As mentioned in our previous letter sent on 2nd April, once the system is live you will need to log in to SchoolGrid weekly or monthly to select your child's meal choices.

Important Ordering Information

- Meal choices must be submitted **no later than 8:30am on the day**.
- If no selection is made by this time, your child will be provided with a jacket potato with beans or cheese.
- To avoid disappointment, please ensure orders are placed on time so that the kitchen can prepare adequate quantities of each option.
- Children will not be able to change their meal choice on the day.

Payments

- The payment process remains unchanged and will still be made via Arbor.
- Payments will automatically credit your child's Arbor account and be paid directly to Taylor Shaw, our catering provider.
- Please ensure all payments for school meals are made to the correct account, as we are unable to issue refunds. Incorrect payments will need to be queried directly with Taylor Shaw.
- If you have more than one child, please make payments separately for each child. This helps ensure payments are allocated correctly, as we are unable to transfer balances between accounts.

Future Changes – Arbor Integration

SchoolGrid is currently working to integrate their system with Arbor. Once this integration is complete, we will move to a **"credit required"** system. This will mean:

- Parents will not be able to place new meal orders if their account is in arrears.
- Any outstanding balance must be cleared before further pre-orders can be made.

Unfortunately, a small percentage of accounts currently carry unpaid meal balances, which the school is required to cover. As we do not have the funds to sustain this, this change is necessary. We will inform you in advance when this update comes into effect.



Medical Diets

If your child is on a medical diet, the current process will remain the same for now, and you will not need to place selections via SchoolGrid.

Taylor Shaw is working to make these menus available on SchoolGrid in the future. If your child has any special dietary requirements, please ensure you read the attached document carefully and follow the instructions provided.

Finally, please bear with us as we implement this new system. This is new for us as well, and there may inevitably be some teething issues as we work closely with Taylor Shaw and SchoolGrid to ensure everything runs smoothly.

Thank you for your cooperation and support as we introduce this new system.

Kind regards,

Mrs L Clerkin
Headteacher