



St. Paul's Church of England Primary School
School Lane, Swanley Village,
Kent, BR8 7PJ

E: office@st-pauls-swanley.kent.sch.uk
T: 01322 664324
www.st-pauls-swanley.kent.sch.uk

22nd July 2024

Dear Parents/Carers,

School Lunches - Online Ordering from September 2024

We are pleased to let you know that starting from Wednesday 4th September 2024, we will be changing our school meal payment and ordering system so that you are able to book meals and pay for them directly, using the Schoolgateway app. Our caterers will remain as Caterlink, it is the payment and ordering of lunches that will be changing. There will be an additional feature added to the Schoolgateway app called 'Meal Manager'. This means that your child will no longer have to tell their teacher what they are having for lunch each day, as parents will pre-book their child's lunch online, from the convenience of home. You will be able to choose, book and pay for meals online, ensuring that your child receives the meal of your choice.

Meals should be ordered in advance, by 8.30am each day, on your Schoolgateway app. To help you choose, you will be able to see pictures of the meals available, their nutritional content and any allergens in one place. This will allow you to have more visibility over what your child is eating at school. The system also allows you to book your child's meals, up to 10 weeks in advance. The new system is a debt-free system, so you will not be allowed to order your child's meal, unless you pay for the meal at the same time. The system will hold your order in a basket for 2 hours, if you do not pay within two hours, your child's lunch choice will automatically be cancelled.

You can update the system with any allergens and special dietary requirements to ensure your child is eating appropriate and safe meals. Please remember to complete the Caterlink 'Food Allergy and Intolerance Form', should your child have any special dietary requirements. Please ask the school office if you require this for your child. Schoolgateway will automatically block any meal choices that contain approved allergens for your child. The system can also manage religious and special dietary choices, enabling you to feel confident that special dietary requirements are observed. Meal orders can be quickly amended or cancelled online, putting you in control and saving you time on phone calls to school. You can view and make bookings on any device, phone, tablet or computer by logging onto your Schoolgateway app.

The meal selection system automatically supports Free School Meals and Universal Infant Free School Meal children, allowing you to choose meals, safe in the knowledge that no payment will be required. **All children are currently entitled to free school meals until they reach Year 3, but you MUST still order their meals online, even if you aren't paying for them.** All parents with children from Year 3 onwards, will need to both book and pay for their child's meals online.

Please note that the charges for school meals from September **will increase to £3.15 per meal.** The new system will become available from mid-August and you will see the new Meal Management system added to your Schoolgateway app. I have added 2 hyperlinks with user guides for you attached to this email, which should handhold you through the first few times you use the system. Should you have any questions or experience any issues in accessing the system over the summer, an online helpdesk will be available to help you.

Yours faithfully,

Mr James Johnson
Head of School