Dear Parent/Carer,

Account Activation

Your school will set up your SchoolGrid account, you do not need to do anything at this stage. Once this is activated by the school you will receive an email from SchoolGrid containing your login details and all relevant links to access your account.

Please note, the link on the email will expire 24 hours after receiving the email so please log on as soon as possible to fully activate your account. If this has expired, please request another link by emailing customercare@dolce.co.uk

Meal Fobs

Your child will receive their meal fob when the term starts again in September. Students cannot use cash to purchase any items of food or drink, we run a completely cashless system and fobs must always be kept in credit.

Payments

Online Card Payment - A card payment can be made online through your SchoolGrid account, please log on and select [Account] - [Pay by card] where on screen prompts will assist in taking payment.

Telephone Card Payment - Our Customer Care team is 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.

Contact Information

Dolce is your catering provider. If you have any questions, comments or suggestions regarding school meals, allergens, payments etc, please do not hesitate to contact Dolce Customer Care Monday to Friday 8am to 5pm, on 01942 707709 or by email to customercare@dolce.co.uk we are always happy to hear from you.

SchoolGrid is the Software provider we use. If you experience any technical issues with access to SchoolGrid, please contact SchoolGrid technical support on 01506 300310 or by email to support@schoolgrid.co.uk

Kind Regards,
Dolce Customer Care Team