**SCHOOL MEALS - WAYS TO PAY**

Dear Parent / Guardian,

As stated in the letter overleaf we are planning to operate a cashless system at Devonshire which will be easier and safer for parents and pupils. There are a few ways to pay:-

* Direct Debit
* Card payment via Dolce (01942 707709)
* Cash in school via the red box

**Dolce - FAQ’s**

**WHY MAKE E-PAYMENTS**

Our e-payment system removes the burden of finding dinner money in the morning to pay for your school meals. You can make quick and easy payments from the comfort of your own home.

**WILL THERE BE A CHARGE IF I PAY BY CREDIT/DEBIT CARD?**

There is NO charge for making payments by either debit or credit card to your account.

**IS THERE A LIMIT TO THE PAYMENT THAT I CAN MAKE?**

No, you can choose to put on as little or as much as you would like. Your current balance can be checked at any time in your Live Kitchen account.

**I HAVE MORE THAN ONE CHILD AT THE SAME SCHOOL – CAN I PAY FOR THEM ALL AT THE SAME TIME?**

Yes, when making your card payment you will be asked how much you would like to credit to each account.

**I AM ENTITLED TO FREE SCHOOL MEALS FOR MY CHILD – WHAT DO I DO NOW?**

If you have been awarded free school meal entitlement by your Local Authority please contact your school to ensure that your account has been updated.

**HOW OFTEN DO I NEED TO PAY?**

You can top up your account as often as you like to ensure that your account is kept in credit. Payment for your school meals is required in advance.

**HOW WILL MY DIRECT DEBIT BE COLLECTED?**

Direct Debit payments are made in arrears and collected every month on a date that suits you.

We will send you a statement 2 weeks prior to collection. The statement will list all the meals that your child has taken. If you would like to know more please contact our customer care team.

**CONTACT US:**

**Email:** [**customercare@dolce.co.uk**](mailto:customercare@dolce.co.uk) **Tel: 01942 707709**