

## Dear Parent,

As you may know, Live Kitchen is an award winning ordering and payment system which ensures children get the meals that they want, and provides cashless payment options for parents. The new system also cuts down on paperwork and staff time. You will be able to go online and order meals from home, view recipes, check artificial ingredient information, and block dishes which contain certain allergens.

## Pre-Ordering

Pre-ordering is done by the parent and child at home (see reverse) or on the classroom interactive whiteboard each day. Vegetarian options are clearly displayed on a green button.

Dishes that contain allergens unsuitable for your child will be blocked (if we have been notified).



## Lunchtime

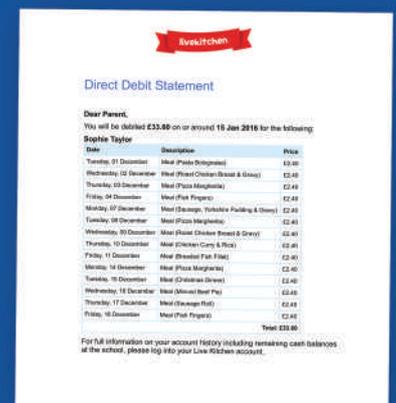
The children now select their name on a touch screen at the hot plate during lunch service. Their meal choice is displayed to the cook, as well as their dietary needs. If a mismatch is detected the cook will advise of an alternative.

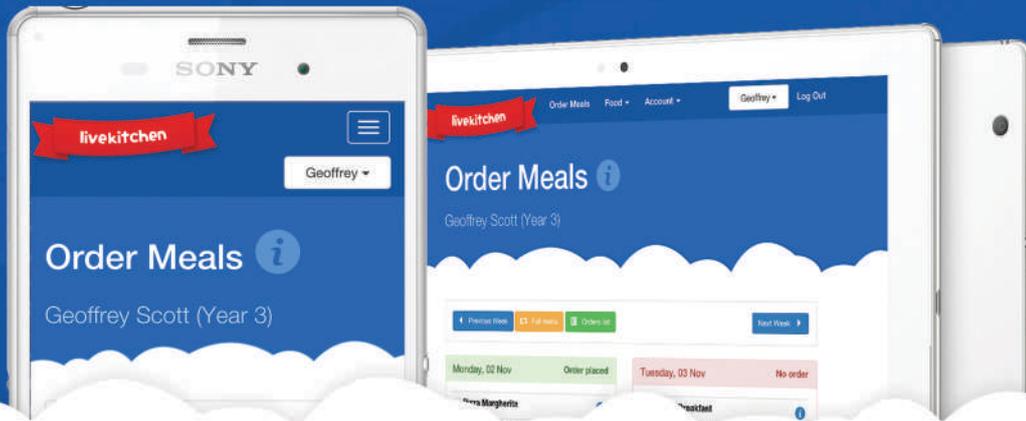
## Pay by Direct Debit and Save Time

Direct Debit **saves time** in the school office, the kitchen, and at home!

Sign up and we will send **regular statements** that inform you of the meal choices your child made each day. Forget having to find the correct change each day or pay large sums in advance!

We collect on a monthly basis and we always give **two weeks notice** before amounts are collected. Card payments are also supported.





## Get an Account and Log In

Give your email address to the school office to get a Live Kitchen account. You will receive an email from us containing your login details and a link to our website.

## Tell Us About Allergies

If your child has a common allergy, you can enter it on the website and Live Kitchen will display this to your cook at lunchtime. If your caterer supports it, we will also disable any unsafe options on your menu when ordering. There is also a diabetic option.

## Click 'Direct Debit' or 'Card Payment' to Pay

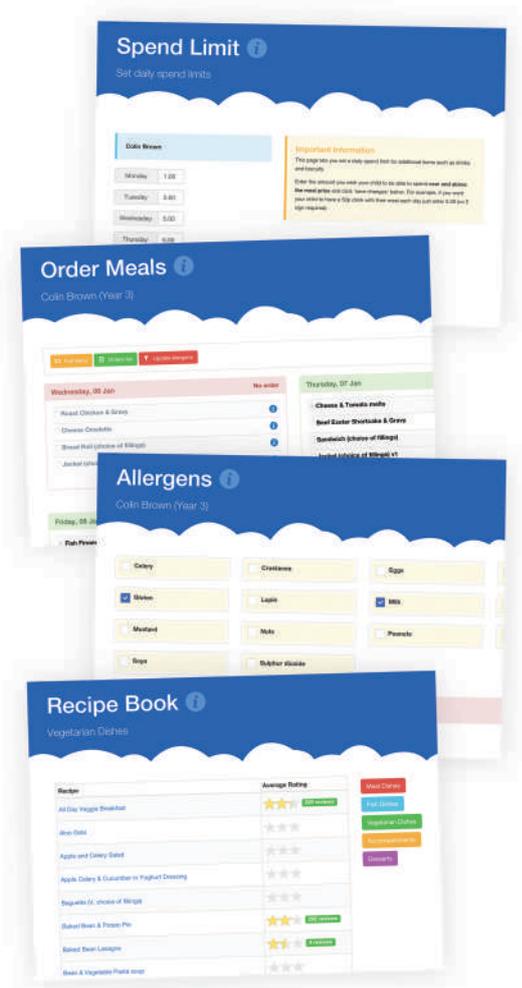
If you have any children not entitled to free meals, you can pay for their meals by Direct Debit or bank card. Direct debits are collected monthly in arrears and we notify of collections two weeks before. Sign up online - it is fast and easy. Alternatively you can make ad-hoc card payments for meals in advance.

## Set a Spend Limit (Senior and Middle Schools)

If your school allows pupils to buy additional items at lunchtime you can set a limit on how much they spend each day.

## Order Your Meals

It's really easy and you can order for a day or a whole term! The cut-off for ordering is 8.55am on the day in question.



Please tear off and return to the school office to get an account (if you don't already have one)

Parent Name \_\_\_\_\_

Email (write clearly!) \_\_\_\_\_

Pupil names & year groups \_\_\_\_\_