



3rd March 2026

Dear Parents/Carers,

We are excited to announce that from **Monday 13th April 2026**, we will introduce a new online system called SchoolGrid for pre-ordering your child's school meals. This will be available to all children from Reception to Year 6 (Nursery children will stay with the current arrangements). It will lead to greater transparency for parents & carers to know exactly what children are having for lunch each day, as well as allowing you to update or add allergen/dietary information as and when needed.

To get started, you will receive a welcome email from SchoolGrid with instructions on how to activate your account and create a password.

- The system allows you to place orders either daily, weekly, monthly or termly.
- You **must** indicate whether your child has any allergies or dietary requirements, even if this information is already on Arbor.
- You can order meals as far in advance as the menu is available. Same-day orders can be placed up until **8:30am**.
- If your child will not be attending school due to illness or any other reason, **you must cancel their meal before 9:30am, otherwise the meal will be charged.**

In order to set up your account, we will need to share parent and pupil information with SchoolGrid. You can view their Privacy Policy using the link below:

<https://app.schoolgrid.co.uk/termsfuse/Privacy-Policy.pdf>

Payments for school lunches must still be made on Arbor, so you will still need to keep your child's Arbor account in credit, the same as you do currently if you pay for school meals.

We hope you find this convenient and easy to use. If you have any questions or concerns, please do not hesitate to contact us.

For direct support, SchoolGrid can be contacted at:

Email: support@schoolgrid.co.uk, Telephone: 01506 300310

Kind regards,



Jo Slack
Headteacher

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 **Learning Trust Alliance Teacher Training Teaching School Hub**

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