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10th July 2026

Dear Saxon Families,

Action Required: Activating your new SchoolGrid account for September school meals

Following up on the exciting news shared in our recent newsletter regarding our new school caterer, **Dolce Ltd**, starting this September, we are pleased to attach their official **Welcome Letters** and a comprehensive **Guide to SchoolGrid** for your review.

As mentioned, we are moving to **SchoolGrid**, a convenient online parent portal used to pre-order meals, manage secure card payments, view full menus, and directly log crucial allergen information.

Crucial Action Required Next Week

To ensure a smooth transition, **it is absolutely vital that all parents whose children will be having school lunches activate their accounts as soon as they receive their registration email next week.**

Here is what you need to know about the setup process:

- **The Activation Email:** You do not need to register yourself. The school is currently sharing the contact details for each child's Priority 1 contact with SchoolGrid. Next week, you will receive an automatic email directly from SchoolGrid containing your unique account activation link.
- **Check Your Inbox:** Please keep a close eye on your email next week (including your junk/spam folders). As soon as it arrives, please click the link and follow the prompts to fully activate your account.
- **Account Credit:** Please note that if your child is in Nursery or Key Stage 2, your account will need to be topped up and in credit before a pre-order can be placed.
- **Infant & Free School Meals:** If your child is in Key Stage 1 (Reception, Year 1, or Year 2) or is entitled to benefit-related free school meals, the system will recognize this automatically, allowing you to pre-order meals without adding funds.



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Pre-Ordering & Allergens

Once activated, you will be able to pre-order your child's main meals up to a term in advance or on the morning of the meal before **8:55 AM**.

Important Note on Allergens: If your child has any dietary requirements or allergies, it is the parent/carer's sole responsibility to record these directly on SchoolGrid. For standard allergens, you can log these immediately on the portal to automatically block unsafe dishes. For special diets or allergies outside the standard 14, please contact Dolce Customer Care directly at

[01942 707709](tel:01942707709)

or **customercare@dolce.co.uk**.

Please take some time to read through the attached welcome documents, which include pricing information and a handy step-by-step FAQ guide.

Thank you for your cooperation in helping us get this fantastic new system up and running ready for the new school term!

Kind regards,

School Office