

**Fresh Start Information:**

Thank you for choosing Fresh Start Meals! Our school dinners are designed to offer your children something tasty and exciting as well as being nutritious, fresh and healthy. We use fresh produce, daily. Therefore, we need to know in advance what your children would like to eat so we can order the lovely, locally-sourced, fresh ingredients in advance and make sure we cook what you have ordered to perfection.

How to Order:

Our Meal Manager is a bespoke ordering system that lets you order and pay securely, for meals online. You can find the link to Meal Manager on our website <https://mealmanager.freshstartcatering.uk/>. Just follow the Quick Step-by-Step Guide below and your child will be enjoying freshly made, healthy school meals.

Universal free school meals:

Universal infant free school meals (UIFSM) provide funding for all government funded schools to offer free school meals to pupils in reception, year 1, and year 2. Therefore, if your child is in reception, year 1 or year 2, your child's meals will automatically be free to order on our Meal Manager system.

Ordering:

We open Meal Manager to order 6 times each academic year. That's every half term. You have the choice to order for a whole, half term, a few weeks or just a week at a time and we offer the flexibility of ordering any day of the week. Just choose between 1 and 5 meals per week and click on Checkout, then click Confirm Meals and make payment, if you need to pay. If you qualify for free school meals then proceed on Checkout, then click Confirm Meals to secure your order. We use a safe and secure system with SagePay which is integrated into Meal Manager. You will receive an email once you have confirmed your meals. The account home will also show when your next booked meal starts. If you don't receive an email or your next book meals says 'none', you have not successfully placed your order.

Please check the confirmation email to ensure ALL days required have been selected and confirmed.

Deadlines:

We ask you to order by 9:00am on Thursday the week before you wish your child to have a meal. Should you wish to make any alterations, all we ask is for you to make them by noon Thursday the week before you need the meal changed or cancelled. Once confirmed you will need to contact us via email or telephone to cancel a meal. Our FAQ section on our website can give you more information and examples. Our late ordering system allows you to place an order online up until 9am on the day and for the remainder of the week for either a Jacket Potato or Deli option.

Allergens:

We do our best to cater for children with food allergies and are able to cater for most comfortably. We do, however, have limitations and would like to ask you to take the time to read through the Allergens section of our website. We require you to confirm yes or no to whether your child has an allergy. This is done within Meal Manager. You will need to give full details of each allergy your child has before we are able to confidently cook for your child. If an Allergy presents itself after you have already ordered meals, Fresh Start will still require you to log into Meal Manager and fill in the Allergy Section. You can find this within your Account Home. Please contact Fresh Start if you need to talk to us further regarding allergies for your child.

Menus:

We change our menus every full term with a Spring, Summer and Autumn Menu. Our current menus are shown on our website. <https://freshstartcatering.uk/>

Theme days:

We have different, fun, Theme Days every term! We send out the information in an email to you each half term and the special menu will be on our website and within Meal Manager for ordering.

Packed lunch for school trips:

Fresh Start offer a packed lunch on school trip days. The packed lunch is a set meal that includes a ham or cheese sandwich, crudités, a piece of fruit, cheese straw and a cookie or a piece of cake. We do not provide a drink so please be aware you will need to supply this.

When setting up your Meal Manager account, you will be prompted to make a choice for your sandwich option for school trip lunches. You are able to select within the preferences if you would like to have a packed lunch in place of the booked meal on Meal Manager.

You do not need to change your meal selection within meal manager. We will skip the hot meal on the day and automatically replace this with a packed lunch in place of this hot meal. If you do not have a hot meal booked on the day of a school trip, Fresh Start will not provide a packed lunch.

There may be occasions when Fresh Start is unable to provide a packed lunch, for example, on days when the children will be leaving earlier than 9am or on Monday morning before 10am. This is due to logistics within the kitchen. The school will let you know when this is the case.

Quick step-by-step guide:

1. Register using your email address and choose your own password.
2. Claim your child using the pupil ID and Pupil Password at the top of their welcome letter from the school office.
3. Choose your meals, making sure you have chosen all the days you require.
4. Checkout and Confirm Meals. Make payment, if you need to pay.

Should you need to contact us please do so on : support@freshstartcatering.uk or 01280 360653

Kind regards

Sara

Fresh Start Support

Office hours are 9.30am - 4.00pm, Monday to Thursday and 9.30am - 2.30pm Friday.

Tel: 01280 360653

Fresh Start Catering Support

Fresh Start Catering

Main Line 01280 360653

