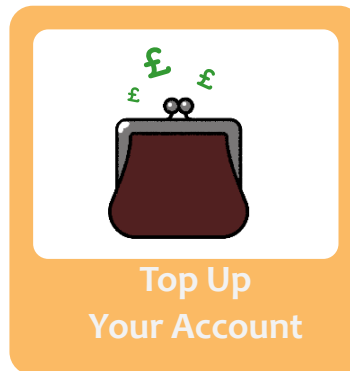


A nutritious school meal is important for children to keep healthy, and improve their performance.



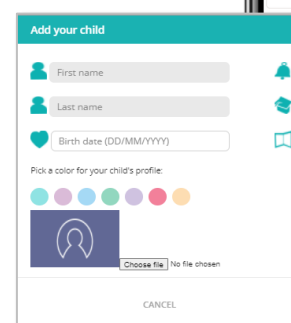
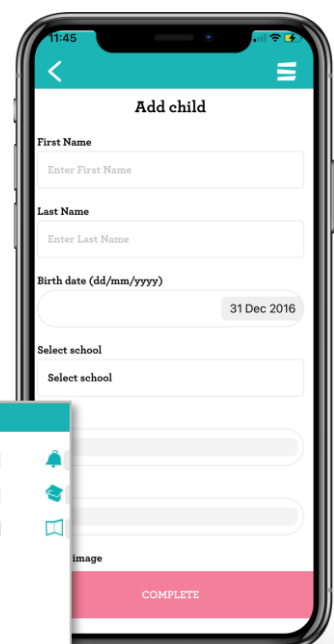
The online ordering system for School Dinners

Dear Parents and Carers,
We are delighted to give you access to **School Food United** where you can:



How to Register

1. Download the “School Food United” app from the [Apple Store](#) or [Google Play](#), scan the QR code here, or visit <https://parents.schoolfoodunited.com/login> & select the ‘register’ button.
2. **You cannot register until 3rd September 2024. When you register, add your details* and create a password** –You will then receive a confirmation email. Click on the link in the email to verify. Remember to check your junk email if it doesn’t appear in your inbox. We ask you to tick the box to hear from us so you can receive information about special events that the school is holding or changes to the menu.
3. Log in and select ‘add child’ then type your child’s details into the app or the online form and choose from the dropdowns; your child’s school, year and class options. Repeat for each child. You need to use the name of your child that is on the school system.



How to Order

Once you have registered, you can either log in to the app or visit <https://parents.schoolfoodunited.com/login> to order meals. Please note, the deadline for placing and amending orders is always the Tuesday in the week prior to meals being taken. For your Reception child, the deadline is **Friday 6.9.2024** for ordering meals starting 11.9.2024 .

1. Select the 'Order Meals' button
2. Click on the date you would like to book a meal.
3. 4. You also have the option to:



FAQs

I am trying to register but the system does not recognise my child?

Please make sure you are using the name of the child that the school has on its database as the system is sensitive to this. Make sure full names are used. Don't use any nicknames.

My child has packed lunch every day, do I still need to register?

Yes please. This is to ensure that you can take part in any special events eg; Christmas lunch or Bring a Guest for lunch.

My child is in KS1 and doesn't pay for school meals.

This will continue. No payment will be required but you will still need to order your child's lunch through the app by the usual deadlines.

My child qualifies for 'Free School Meals'.

This will continue. No payment will be required but you will still need to order your child's lunch through the app by the usual deadlines. To check if your child is eligible for Free School Meals go to: www.gov.uk/apply-free-school-meals

Need Help?

Please contact us via email at Parent@SchoolFoodUnited.com or 0330 123 1851
Or use our contact form by [Clicking Here](#)

I have forgotten to order by the deadline of the previous Tuesday.

Unfortunately, your child will need to bring in a packed lunch each day for the following week.

What is the deadline for ordering for the first day of a new term?

You can order during the school holidays up to the previous Tuesday before children return to school. For example, you can order up to the 29th August for start of the September term or 24th October for the start of Term 2.

My child is off sick and didn't take their pre-booked school lunch.

When you are reporting your child's absence to the office, please let us know if you have ordered a school lunch. We can inform the school kitchen and you will not be charged for this lunch.

My child forgot to bring in their packed lunch.

If your child has forgotten their lunch and a school meal order has not been placed, then they will be provided with a jacket potato with baked beans and fruit for dessert. You will be charged for this and will therefore need to ensure that there is a credit on your account.

My child has allergens/food intolerances/dietary requirements/is vegetarian.

If you have already completed a Special Diet form, this information has been transferred to your child's details within the app.

If your child has a **medical allergen requirement**, the choices available on the app will reflect this and the options available will be appropriate.

If your child has a **dietary preference**, you can choose your preferred option.

If your child has a **new dietary requirement**, please complete a **Special Diet form**. These can be found on the website or from the school office.

If your **child no longer has a dietary requirement**, please confirm this in writing to the school office admin@claremont.kent.sch.uk

If you have any other questions regarding this please email parent@schoolfoodunited.com

Why can I not see my child's meals, it's saying 'special diet'?

We have been notified your child has a special diet and the system will prevent ordering as a safety measure. If correct this remains, if incorrect please put in writing to remove this, we will then update the school.

I am trying to login but it's saying my account is not recognised?

If you have not used your account for some time as a safety measure we sometimes lock the account, please contact parent@schoolfoodunited.com to send you a password reset link to your email.

Where do I find my transaction history?

In the 'My Account' tab on the top bar, your transactions are in here.