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Dear Parents

North Leigh School uses a company called Fresh Start for the provision of their school meals and I am pleased to attach a brochure detailing how their ordering system works as well as some sample menus for your information.

You will shortly be sent a letter from Fresh Start which gives you a Pupil ID and Pupil Password which will allow you to log into their Meal Manager system. Each child has their own ID and password so if you have more than one child in school, you will receive more than one letter. Once received, you will need to log into this system. If your child has any allergies or dietary requirements you will be asked to enter this information into the system. Shortly after that we will send you notification that meals are open and available to book for your child. Until that point, you will not see your child on the Meal Manager system. Once you receive this notification and log in, you will see your child as 'claimed'.

Meals may be ordered weekly or for a whole term in advance. Main meals must be ordered by 9am on Thursday of the week before. If you forget to do so and wish to order a meal for your child on the day you can do so up to 9am; however, they may only have a jacket potato or the deli option and NOT the main meal choice.

If your child has a nut allergy, Fresh Start will be in touch with you to discuss this.

The Meal Manager system is completely run by Fresh Start and this means that school staff are unable to book meals for your child. It is therefore imperative that you log into the system and claim your child as soon as possible in order that you can book meals for them. Please do read the information attached; further information is available on their website: <https://freshstartcatering.uk>. Please also note that once meals are booked, refunds are not given unless cancelled by the Thursday of the week before even if your child is absent from school due to sickness; Fresh Start provide fresh meals and food is purchased the week before meaning that refunds will not be given.

If you have any questions, please contact support@freshstartcatering.uk.

Yours faithfully

Ben McPherson
Headteacher

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