



Dear Parents & Guardians,

We'd like to take this opportunity to introduce ourselves; we're The Pantry, the new School Meals provider for your School, and we're delighted to be welcoming you to our catering service in September!

The Pantry are an independently-owned, family-run business, starting out as a Sandwich Shop on Hayes High Street in 2006. We now proudly partner with over 170 Schools across the length and breadth of England, and it's thanks to our core values that we ensure are embedded in every one of our services.

We ensure every menu that we provide is nutritionally-balanced, filling and appetising, and we've worked with your School and the current parents to deliver dishes that reflect what the children really want to eat. All The Pantry's ingredients come from the very best, traceable sources, and your children will be eating fresh, sustainable, and high-quality meals each and every day.

We enjoyed meeting so many of you when we came up to introduce ourselves at the start of July, but if you missed us, fear not – we'll be a very regular presence across the summer and beyond! We will also be issuing your new account details via e-mail in the next 3-4 weeks, so you can get yourselves setup on The Pantry Meal Ordering System ahead of the new School Year in September!

All children in Key Stage 1 (Reception, Year 1, and Year 2) are entitled to a free lunch under the Universal Infant Free School Meal Programme. Foundation 1 (Nursery) is charged at £2.50 per meal.

Children in Key Stage 2 (Year 3,4,5 and 6) who do not claim Free School Meals will need to top up funds in their Pantry account, to place an order at the cost of £2.90 per meal.

Your school has a daily cut-off of 9am for ordering meals. Our chefs cook to order which minimises food waste. You can amend and cancel orders with an automatic refund at any time up to the daily cut-off – such as if your child is not in school due to illness or a school trip. If your child has an allergy and requires a dietary-adjusted menu, please login to your account and set your child's allergen information. A member of our Customer Service Team will reach out to discuss the next steps and refer you to our Nutritionist if required. It can take three weeks to get an allergen dietary adjusted menu finalised once we receive your medical documentation, so please don't delay in setting your child's allergens on their Pantry account.

If you have any questions or queries, contact our Customer Service Team Monday to Friday, 7:00am to 4:30pm on 020 8813 7040, or email [office@thepantrycatering.co.uk](mailto:office@thepantrycatering.co.uk).

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