

WELCOME TO

The Pantry



INTRODUCTORY LETTER

Dear Parents and Guardians

We would like to take this opportunity to introduce ourselves, The Pantry, your school meal provider and welcome you and your children to our catering service.

The Pantry will provide your child's lunchtime meals. Our menu's contain delicious traditional dishes that your children will love. All The Pantry's ingredients come from the best sources. You can expect to see Red Tractor meat served as standard, RSPCA assured eggs and a host of organic ingredients on our menu, meaning your child will be eating fresh, sustainable, and high-quality products.

Setting up your child's account

During the summer break, we will be creating your Pantry accounts for you. Please keep a look out for your accounts being sent to your email address. Your school may reach out to you before this as a reminder, or with further information.

Do I have to pay for my child's meals?

All children in Key Stage 2 (Year 3, Year 4, Year 5 & Year 6) are entitled to a Free School Meal between September 2023 – July 2024 under the Mayors Funding Programme.

How far in advance can I book my child's meals?

You can book straight away, some parents book daily, many book weekly and some for the whole term. Book in a way that works for you.

Can I amend or cancel my orders?

You can amend or cancel orders and get an automatic refund anytime up to the daily cut-off. After the cut-off, the meals are sent to our chef who freshly prepares them to order, which is why we can't refund after this time. Remember to cancel orders for when your child is not in school, or on a school trip.

How do I contact customer service?

You can email office@thepantrycatering.co.uk or call 020 8813 7040 open Monday to Friday 7.30am to 5pm. We aim to respond to emails within 24 hours for emails received during working hours Monday to Friday.

The Pantry Catering