

# WELCOME TO

## The Pantry



### FAQS

Dear Parent and Guardians,

The Pantry is committed to reducing food waste and we have had remarkable success in reducing food waste from 8% to 1.6%, as a direct result of implementing our meal ordering system. Here are the answers to the most frequent questions ahead of your go live date in September.

#### **What is different compared to how we used to order meals?**

There is a daily cut-off for placing your child's orders each day, make sure you book lunch prior to this daily cut off via your child's Pantry account. If you haven't received your child's account details or need help setting up your account, please give our customer service team a call.

#### **My child gets free school meals, do I need to book?**

All parents need to book meals for their children, even if your child has free school meals. Check out our menus via your child's Pantry account.

#### **Do I need a Pantry account, even if my child has packed lunch?**

We recommend setting up and activating your child's Pantry account, so you get to hear about and can book special theme day lunches throughout the year.

#### **When can I book meals?**

If you have activated your child's Pantry account, you can **BOOK NOW** for meals from September and anytime up to the end of December.

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

You can book in a way that works for you, 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 top-up my Pantry account?**

You can top-up your child's Pantry account, by selecting Top-up and making a payment using your debit or credit card, remember to top up via your Pantry account and not via any previous payment system you may have used for school meals.

#### **How do I contact customer service?**

You can email [office@thepantrycatering.co.uk](mailto: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