

# WELCOME TO THE PANTRY!



## LET'S GET STARTED!

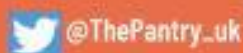


To setup your Pantry  
Account, just scan the  
QR code here, visit

[www.thepantrycatering.co.uk](http://www.thepantrycatering.co.uk),

or call our friendly  
Customer Service  
Squad on **020 8813**

**7040 Mon-Fri 7:30am**  
**- 5:00pm. Marvellous**  
meals are just  
moments away!



# 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

You will need to create a Pantry account to access our menus and online ordering system to book for lunches and our special theme days. Please use the QR code to register your child's account this will take you straight to the correct set up page, please ensure you choose your child's correct class.

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

All children in Key Stage 2 (Year 3, Year 4, Year 5 & Year 6)) will need to top up funds in their Pantry account to place an order for a school lunch. If you believe you may be eligible for Free School Meals, please contact your school office for assistance on how to apply. All KS2 meals are charged at £2.11 each.

### 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](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**