

**EMMER GREEN PRIMARY SCHOOL**  
Grove Road - Emmer Green - Reading - RG4 8LN  
Tel: 0118 937 5464  
E-mail: [admin@emmergreen.reading.sch.uk](mailto:admin@emmergreen.reading.sch.uk)



Headteacher - Mrs. T. Crossman

16<sup>th</sup> January 2020

Dear Parents

Our School Meal provider, Chartwells, are upgrading their dinner ordering and dining room procedures. The online ordering page for parents will look different and only options available to the individual child will show on their menu choices. This should eliminate confusion and parents of children with lifestyle or medical dietary needs (that Chartwells are aware of) should find the process more straightforward. Children will be seen through the Dining Room more efficiently as checking-in will be done electronically by lunchtime staff.

#### **IMPORTANT CHANGES TO NOTE**

The new-look menu choices will appear on ParentPay from 7pm on Friday 17<sup>th</sup> January. If you have any school meals ordered for Monday 20<sup>th</sup> January onwards **please check and re-order where necessary**. If any orders have disappeared the credit will still be in your account.

You will notice that dessert options now appear on the bookings page. When ordering a school dinner please now order **both a main meal choice and a dessert choice**.

There is a new **meal ordering cut-off time of 8am** on the morning that the meal is to be taken. It is highly recommended that orders are in place **the night before** as sometimes payments do not go through in time and orders can be cancelled.

Please note that children registered with Chartwells as Vegetarian will not have fish options available to them. If you prefer your child to be registered as **Pescatarian**, please let us know by email or in writing.

We have been assured by Chartwells that this is a tried and tested system and that we will be fully supported. Our Chartwells Area Manager will be here on Monday and will be able to answer any queries.

Yours sincerely

Tonia Crossman  
Headteacher