

# FAQS



## **WILL THERE BE A CHARGE IF I PAY BY CARD?**

There is no charge for making payments by either credit or debit card to your account.

## **IS THERE A LIMIT TO THE PAYMENT I CAN MAKE?**

No, you can choose to pay as little or as much as you would like. Your current balance can be checked at any time in 'Account History'.

## **HOW OFTEN DO I NEED TO TOP UP MY ACCOUNT?**

Payment by card is required in advance and you can top up your account as often as you like to ensure that your account is always in credit.

## **I HAVE MORE THAN ONE CHILD AT THE SAME SCHOOL - CAN I PAY FOR THEM ALL AT THE SAME TIME?**

Yes, when making your card payment you will be asked how much you would like to credit to each account.

## **I AM ENTITLED TO FREE SCHOOL MEALS FOR MY CHILD - WHAT DO I DO NOW?**

If you have been awarded Free School Meal entitlement please contact your school office to ensure that your account has been updated.

## **HOW WILL MY DIRECT DEBIT BE COLLECTED?**

Direct Debit payments are collected every month on the payment date you select. We will send you a statement prior to collection, listing all of the meals that your child has eaten, the total amount to be taken and payment date reminder.



# CONTACT



For queries relating to your online account please contact our Customer Care team on:

customercare@dolce.co.uk  
or 01942 707709 (opt. 1)

Available

Monday - Friday\*

8.00am - 5.00pm

\*Excluding Bank Holidays

[WWW.DOLCE.CO.UK](http://WWW.DOLCE.CO.UK)



LET'S GO  
*Cashless*

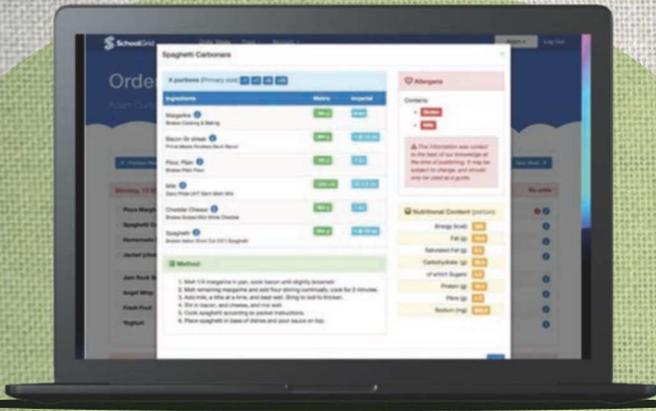


**PAYING FOR YOUR  
SCHOOL MEALS**

Simple, easy and safer  
payments for everyone

# SWITCHING TO Cashless

Save yourself time in the morning and remove the burden of searching for spare change! To make it as easy as possible for you to make payments we use SchoolGrid, the award winning online pre-ordering cashless system.



Our system allows you to pay for your school meals flexibly. Choose from either Direct Debit or credit/debit card.

Around 70% of parents pay by Direct Debit nationally.



SECURE PAYMENTS



USER FRIENDLY



ACCESS ANYTIME



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# PAYMENT Methods

## Direct Debit vs Card Payment

Direct Debit	Credit/Debit Card
Payments are taken automatically, no need to top up	Top up your account regularly to stay in credit
No fixed amount – you only pay for what your child or children have eaten	Pay online or over the telephone*
Receive a friendly reminder before your chosen payment date	Check your balance on the go
No transaction charge	No transaction charge

\*minimum £10.00 payment when paying over the phone

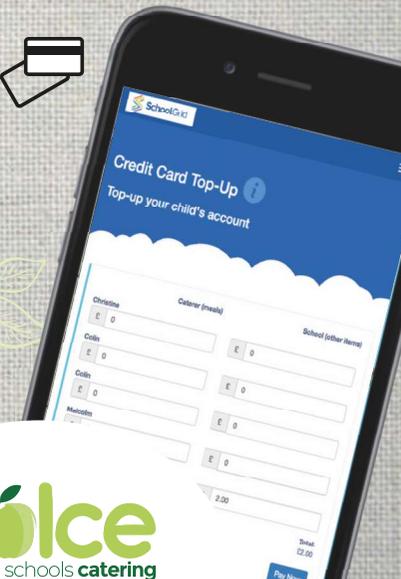
# YOUR Account

You can make pre-orders and payments through your online account.



Through your account you can place pre-orders, make payments and see at a glance what your child or children have eaten.

We will also keep you up to date with the latest theme days and celebrations at your child's school, to ensure they never miss out on the action.



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