



Millbrook Primary School

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Ref:word/schooldinners/dolceOct2019

SUBJECT - School meals at Millbrook - Important

Dear Parents/Carers,

As you may know, your child's school will be changing their catering provision over the October break and moving to Dolce Ltd.

Your SchoolGrid account will still be available with the same log in details, we will just add your child's details under the new school account.

To try and make the transition as simple as possible we will keep you updated every step of the way. What this means for you:

Account migration

- We will arrange to use your existing data in order to move your account to the new school account. Current login details can be used.
- You will initially have 2 accounts, 1 for the existing provision and another for the new school account. We will arrange to mark your child as a leaver on the existing account to avoid any confusion.
- Any credit balances which exist at the time of migration will be added as a 'Credit transferred from previous supplier' on to your new school account. Please speak with the school to manage any outstanding balances you may have.

Direct Debit (if applicable to you)

- The final direct debit collection with the school's current caterer will take place on the **1st of November 2019 (15th October if your collection is mid month)**.
- A few days after this we will *cancel all existing direct debit mandates*.
- We will migrate your parent account to the new school account (as mentioned above).
- We will send you an email confirming the change.
- Once confirmed you can then arrange to set up a new direct debit mandate on the new school account if you wish.

Please be aware that as direct debits are collected in arrears for meals collected at the school you may still owe money to the school directly after the latest direct debit collection. Further details will be provided to parents where applicable.

We will of course keep you updated on the migration and when things do change we will advise what action is required by yourselves where applicable. We just wanted to communicate these changes in advance so you are aware of what is going on and also so you know what to expect and when.

Please don't hesitate to get in touch if you have any questions surrounding these changes.

Kind Regards,

SchoolGrid Support