WELCOME TO The Pantry

INTRODUCTORY LETTER

To Our Pantry Families

We would like to take this opportunity to introduce ourselves, The Pantry, as your school meals provider and welcome you and your children to our catering service.

From October, The Pantry will provide your child's lunchtime meals via our meal ordering system. We develop our menu, ensuring all The Pantry's ingredients come from the very best, traceable sources. Your child will be eating fresh, sustainable, and high-quality meals each and every day.

The Pantry are an independently-owned business, whose journey started as a sandwich shop on Hayes High Street in 2006. Now we proudly partner with over 90 schools as a full-service catering provider and are renowned across our industry for delivering the highest standards of school food, supported by the most innovative technology systems.

We will send you the login link for your Pantry account via email, for you to access and verify your account for meal ordering (this also includes providing information should your child have any of the main 14 allergens.) Please look out for this communication, as this is a very important part of our partnership with you to ensure your child gets the correct meal.

Once your account is set up you will be able to view our menus with your child and book them a delicious meal.
If you don't receive your login, our Customer Service Team are on hand to assist! Simply email office@thepantrycatering.co.uk or call **020 8813 7040** Monday to Friday 7:00am to 4:30pm.

All children in Key Stage 1 (Reception, Year 1, and Year 2) are entitled to a free lunch under the Universal Infant Free School Meal Programme.
All children in Key Stage 2 (Year 3,4,5 and 6) are also entitled to a free lunch under the Mayors Funding Programme.

Your school has a daily cut-off of 9am for ordering meals. Our chefs cook to order which minimises food waste. You can amend and cancel orders with an automatic refund at any time up to the daily cut-off – such as if your child is not in school due to illness or a school trip.

If you have any questions or queries, contact our Customer Service Team Monday to Friday 7:00am to 4:30pm on **020 8813 7040**, or email office@thepantrycatering.co.uk.

The Pantry