

WELCOME TO

The Pantry



FAQS

Dear Parent and Guardians,

You should have received your child's Pantry account details, here is some useful account management information. If you haven't received your login details or need help accessing or managing your account, please ring The Pantry customer service team on **020 8813 7040** or email office@thepantrycatering.co.uk

Amendments to lunch orders

You can login to your child's Pantry account any time prior to the daily ordering deadline and amend meal choices. Simply, cancel the existing order and place the new order for your child's new menu choice.

Cancelling meals

It is your responsibility to cancel unwanted meals for example due to illness or school trips. You can cancel in your child's Pantry account anytime prior to the daily cut-off. After the cut-off, the meal list is sent to chef, who prepares the booked meals to order.

Refunds

After the daily cut-off we are unable to process refunds, as our chefs start preparing the meals. We encourage all parents to cancel prior to the daily cut-off, as we are committed to reducing food waste by not preparing unwanted meals.

Do I have to book, even if my child has free school meals?

Parents of children receiving free school meals, still need to choose and order meals from our menus in their Pantry accounts.

How far in advance can I book my child's lunches?

Parents can book in a way that works for them, some parents choose to book daily, many book weekly and some for the whole term. Just remember, orders need to be placed before the daily cut-off.

The Pantry Catering