



Chartwells

So much more than fantastic food

Dear Parent / Carer,

Chartwells is the leading provider of catering and support services to schools and is proud to be the supplier of lunches to your child's school.

Each school meal is freshly prepared by a team of chefs and kitchen staff and offers a healthy and tasty meal to support pupils' development in school.

We have a three-week rotating menu of nutritionally balanced meals with a choice of three different hot meals every day, including a vegetarian option.

We use an online, cashless ordering system provided by ParentPay which allows you to select the meals that your child enjoys and pay for them without the need for cheques or cash. The system is both secure and flexible and meal choices can be changed or cancelled at any point up to the cut of time of midnight on Sunday for the following week.

If you have a child in Reception, Year 1 or Year 2 your child can have a school meal every day for free under the Government's Universal Infant Free School Meal Scheme and these are also ordered via the online ParentPay system.

We have a dedicated Chartwells helpline for any queries relating to your child's meals and you can contact us on 07818 944478 or you can email us at creativekitchenadmin2@compass-group.co.uk

Yours sincerely

The Chartwells Team



How do I activate my account?

To create a new account, you will need to have the account activation letter provided by your school to hand. You will also need to be able to access your email as your email address will become your new username and is used for the verification process.

If you have lost your activation letter or not yet received it, please contact your school.

1. Navigate to www.parentpay.com
2. Select **Login** at the top right corner of the screen
3. Enter the **username** and **password** (activation codes) provided in your account activation letter. (Code 1 = Username, Code 2 = password) and select **Login**
4. Complete the activation as detailed on the screen.

You can now log in to your account.

New - How do I book meals for my child?

1. Navigate to www.parentpay.com and log in
2. Select the **Make bookings for...** button with the  symbol to book meals for your child (bookings must be enabled for this child)
3. Select **Make or View Bookings**
4. Use **Make bookings for...** to select the meal time e.g. Lunch time and the appropriate period and then select the **Make or view bookings** button
5. Make your choices from the menu
6. When you are finished your booking summary will be displayed.
Select Confirm bookings*
7. Review the order summary details and when ready select **Pay now**
8. Complete the secure checkout. You will be given a final opportunity to review your purchases prior to committing your card payment.
9. You will receive an onscreen notification when you have completed your payment.

If **Payment due section displays £0.00 no further action is required you will receive an onscreen notification to confirm these bookings.*

If **Payment due value is greater than £0.00, you will be directed to the order summary page to complete your payment. If payment is not made within 2 hours your bookings will be cancelled.*



Dear Parent / Guardian,

****Meal Ordering & Cancellations****

Please see ordering timetable below.

All orders will need to be completed by midnight Sunday one week prior to the actual consumption week. Please see below

Sickness - The parent needs to call the Chartwells Customer Care Line on 07818 944478 before 9am every day of the child's sickness. A credit is given from the second day onwards.

School trips and other cancellations – 48 hours' notice before 9am prior to the event, the parent needs to call the Chartwells Customer Care Line for the meal to be cancelled and a credit given.

DEADLINE TO PLACE ORDER	FOR WEEK COMMENCING
SUNDAY 24 th August 2025	MONDAY 1 st September 2025
SUNDAY 31 st August 2025	MONDAY 8 th September 2025
SUNDAY 7 th September 2025	MONDAY 15 th September 2025
SUNDAY 14 th September 2025	MONDAY 22 nd September 2025
SUNDAY 21 st September 2025	MONDAY 29 th September 2025
SUNDAY 28 th September 2025	MONDAY 6 th October 2025
SUNDAY 5 th October 2025	MONDAY 13 th October 2025
SUNDAY 12 th October 2025	MONDAY 20 th October 2025
SUNDAY 19 TH October 2025	MONDAY 27 th October 2025

WEEK 1

W/C: 25/08/2025, 15/09/2025, 06/10/2025, 27/10/2025

HOT DISHES			MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
OPTION 1	Cheese & Tomato Pizza	New Pulled Pork & Rainbow Rice	Roast Chicken with New Potatoes & Gravy	Classic Beef Burger in a Bun	Battered Fish & Chips		
OPTION 2	New Chinese Vegetable & Chick Pea Curry & Rice	Macaroni Cheese	Quorn Sausages with New Potatoes & Gravy	Quorn Burger in a Bun	Veggie Fingers with Chips		
OPTION 3	Jacket Potato with Cheese & Baked Beans	Jacket Potato with Cheese & Baked Beans	Jacket Potato with Tuna Mayonnaise & Baked Beans	Jacket Potato with Cheese & Baked Beans	Jacket Potato with Cheese & Baked Beans		
HOT DISHES ARE SERVED WITH TWO VEGETABLES AND FRESHLY BAKED BREAD							
OPTION 4	Ham Sandwich	Ham Sandwich	Ham Sandwich	Ham Sandwich	Ham Sandwich		
OPTION 5	Cheese Sandwich	Cheese Sandwich	Cheese Sandwich	Cheese Sandwich	Cheese Sandwich		
DELI DISHES ARE SERVED WITH MIXED SALAD							
DESSERT	Smooth Fruit Yoghurt with Watermelon	Chocolate Cookie	Fruit of the Forest Jelly	Strawberry Mousse	Fruity Friday		

BAKED POTATOES SERVED DAILY
With a choice of toppings

AVAILABLE DAILY
Fresh fruit, salad, yoghurt and water

Vegetarian **Vegan** **Oily Fish** **Wholegrain** **Fruity!** **Nutritionist's Choice**

Our menu is subject to change. Please be assured that all notified medical diets and allergy requirements will be safely catered for

WEEK 2

W/C: 01/09/2025, 22/09/2025, 13/10/2025

HOT DISHES		MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
OPTION 1	Cheese & Tomato Pizza	Italian Chicken with Rice	New Cold Roast Ham with New Potatoes and Salad Cream	Beef Bolognese Pasta Bake	Chicken Goujon Burger with Chips	
OPTION 2	Vegetable Balls in a Tomato Sauce with Rice	Macaroni Cheese	Cheese and Onion Pasty with New Potatoes	Vegetable Chili and Rice	Vegetable Quorn Dippers with Chips	
OPTION 3	Jacket Potato with Cheese & Baked Beans	Jacket Potato with Cheese & Baked Beans	Jacket Potato with Tuna & Salmon Mayonnaise & Baked Beans	Jacket Potato with Cheese & Baked Beans	Jacket Potato with Cheese & Baked Beans	
HOT DISHES ARE SERVED WITH TWO VEGETABLES AND FRESHLY BAKED BREAD						
DELI DISHES		OPTION 4	OPTION 5			
OPTION 4	Ham Sandwich	Ham Sandwich	Ham Sandwich	Ham Sandwich	Ham Sandwich	Ham Sandwich
OPTION 5	Cheese Sandwich	Cheese Sandwich	Cheese Sandwich	Cheese Sandwich	Cheese Sandwich	Cheese Sandwich
DELI DISHES ARE SERVED WITH MIXED SALAD						
DESSERT		Smooth Fruit Yoghurt with Watermelon	Orange Jelly	Lemon Cookie	New Strawberry Artic Roll	Fruity Friday

BAKED POTATOES SERVED DAILY
With a choice of toppings

AVAILABLE DAILY
Fresh fruit, salad, yoghurt and water

Vegetarian **Vegan** **Oily Fish** **Wholegrain** **Fruity!** **Nutritionist's Choice**

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WEEK 3

W/C: 08/09/2025, 29/09/2025, 20/10/2025

HOT DISHES			MONDAY		TUESDAY		WEDNESDAY		THURSDAY		FRIDAY		
OPTION 1	Cheese & Tomato Pizza	OR	New Pork Sausage Hot-Dog with Diced Potatoes	OR	Theme Day Roast Chicken, Yorkshire Pudding with Roast Potatoes and Gravy	OR	Quorn Roast Sausages, Yorkshire Pudding with Roast Potatoes and Gravy	OR	New Vegetable Pasta Bake	OR	Vegetable Balls with Mashed Potatoes	OR	Fish Fingers & Mashed Potatoes
OPTION 2	New Vegetable Pasta Bake	OR	New Cauliflower Cheese with Diced Potatoes	OR	Jacket Potato with Tuna Mayonnaise & Baked Beans	OR	Jacket Potato with Cheese & Baked Beans	OR	Jacket Potato with Cheese & Baked Beans	OR	Jacket Potato with Cheese & Baked Beans	OR	Jacket Potato with Cheese & Baked Beans
OPTION 3	Jacket Potato with Cheese & Baked Beans	OR	Ham Sandwich	OR	Cheese Sandwich	OR	Cheese Sandwich	OR	Cheese Sandwich	OR	Cheese Sandwich	OR	Cheese Sandwich
HOT DISHES ARE SERVED WITH TWO VEGETABLES AND FRESHLY BAKED BREAD													
OPTION 4	Ham Sandwich	OR	Cheese Sandwich	OR	Cheese Sandwich	OR	Cheese Sandwich	OR	Cheese Sandwich	OR	Cheese Sandwich	OR	Cheese Sandwich
OPTION 5	Cheese Sandwich	OR	Cheese Sandwich	OR	Cheese Sandwich	OR	Cheese Sandwich	OR	Cheese Sandwich	OR	Cheese Sandwich	OR	Cheese Sandwich
HOT DISHES ARE SERVED WITH TWO VEGETABLES AND FRESHLY BAKED BREAD													
DELI DISHES ARE SERVED WITH MIXED SALAD													
Smooth Fruit Yoghurt with Watermelon		Oatie Cookie		Chocolate Mousse		Strawberry Jelly		Fruity Friday with Ice Cream					
DESSERT													

BAKED POTATOES SERVED DAILY
With a choice of toppings

AVAILABLE DAILY
Fresh fruit, salad, yoghurt and water

Vegetarian **Vegan** **Oily Fish** **Wholegrain** **Fruity1** **Nutritionist's Choice**

Our menu is subject to change. Please be assured that all notified medical diets and allergy requirements will be safely catered for

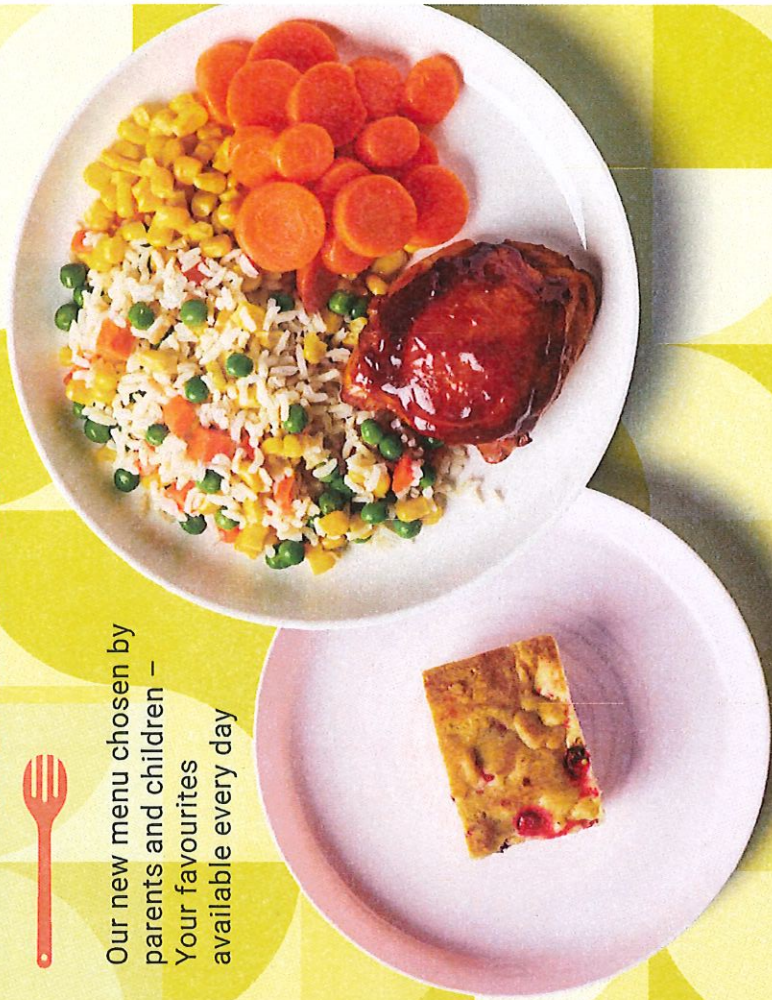
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THREE WEEK MENU

SPRING/SUMMER 2025



Our new menu chosen by parents and children – Your favourites available every day



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