How To Register & Order Meals on Meal Selector

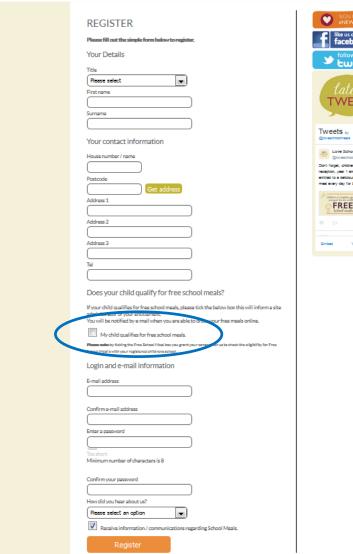


To order meals for your child/children you must register on our website: nel.mealselector.co.uk

You only have to register once; thereafter please use your log in details that are set up during the registration process. You can place your order online at any time up until cut off time of midnight on Sunday – 14 days before the full week in which the meal is to be served.



Example of Registration Screen Complete the required information to register - It really is as simple as that!



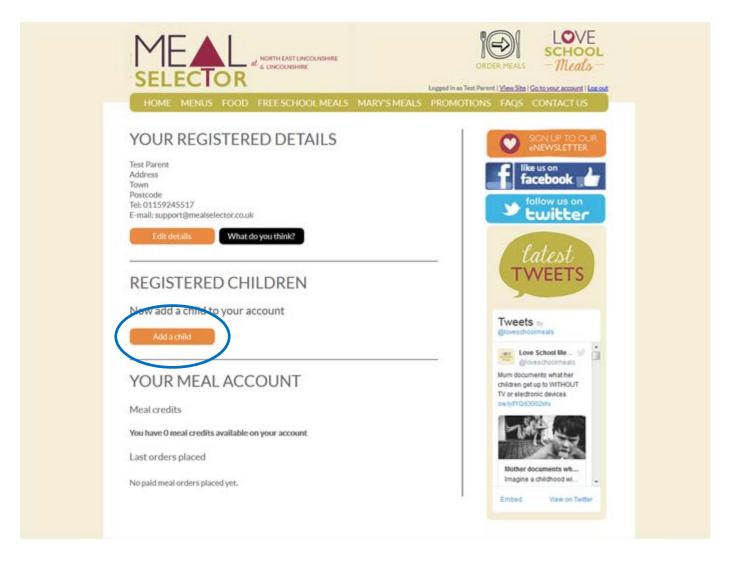


PLEASE NOTE: If you select that your child is entitled to Free School Meals when you register, we will have to verify that they are entitled with their school before you can order a meal for your child. You will receive a confirmation email to say that you can order meals, once we have confirmed the entitlement.

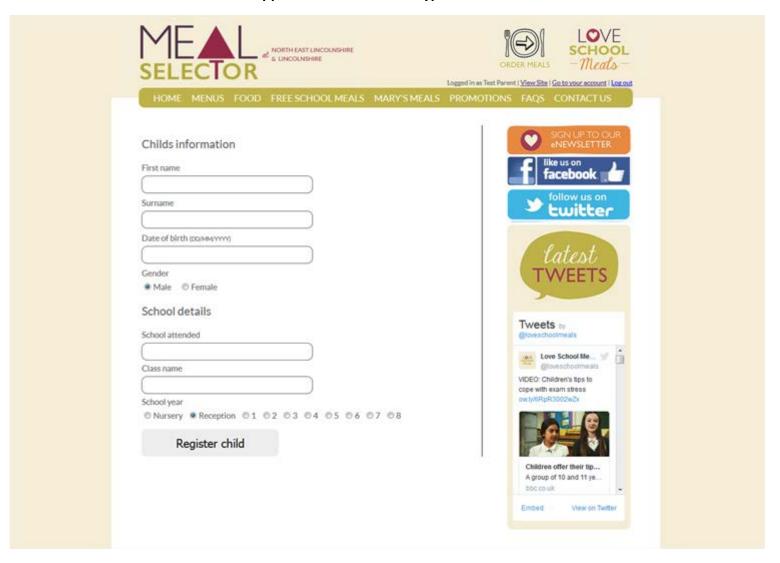
If your child/children are in Reception, Year 1 and Year 2 you will need to tick the Free School Meal box as above.

IF YOU REGISTER OUT OF **NORMAL OFFICE HOURS YOU WILL NOT RECEIVE A CONFIRMATION EMAIL UNTIL** THE NEXT NORMAL WORKING DAY.

Once you have registered yourself you need to register your child/children. To add a child please click the "Add a child" button. Please see examples Below:



Please complete your child's details and select School attended. To select the school attended begin to type the name of the school and then click on the relevant school when it appears in the list. Then type the class into "Class name".



Example of Registered Child Screen

To order meals for your child/children; click on the "Select Meals" button.

To edit child/children details, click on the "Edit Details" button.



Example Meal Selection Screen

You can download our termly menu by clicking on the menu tab and choosing the menu that is shown for your child's school.

You can choose either a Main Course, Vegetarian or Jacket potato choice each day. Don't worry if you make a mistake, all you need to do is click on the date again and the choice will be removed. As before, you don't have to order meals for the whole week – you can choose individual meals. The following page will explain the different methods of ordering meals.



Example Meal Selection Screen

There are 3 methods of ordering meals, by each day, week, or month.

To order a meal for a particular day, simply click on the relevant date on the calendar, and then choose the meal option you would like using the pop-up menu.

Alternatively, use the arrows to the left of the calendar to select meals for the week (available days only).

To select meals for the whole month, you can click "Select meals for entire month" just above the calendar.





The calendar will display an icon with what has been ordered on a particular day. It will also display a padlock if you can no longer adjust your choice or another icon to signify a different event such as a School holiday.

Click on the "pay now" button if you need to pay for meals.

Unless your child is entitled to the Universal Infant Free School Meal, The "pay now" screen will display the information relating to meals that have been ordered and also give you the opportunity to enter a promotional code that we might have provided you. Click the "pay now" button to continue through to the payment screen



Choose your payment method and enter your card details to complete the payment for the meals that you have selected. As a security feature, we do not store your credit card details on the system, so you will need to re-enter them the next time that you order meals.



Meal Selector FAQ's i

What is the deadline for ordering meals?

The deadline for ordering meals is midnight on Sunday, one full week (14 days) prior to the first meal being served. This deadline is dictated to Chartwells by both their suppliers and by the supply chain to ensure delivery to our North East Lincolnshire & Lincolnshire Schools.

How do I order my choice of meals?

The choice of meal is made at point of ordering. You can choose either a **Standard Meal**, **Vegetarian Meal** or **Alternative Choice** each day.

Do Chartwells supply a packed lunch when my child is on a school trip?

If your child is on a school trip the school will inform Chartwells and we will automatically transfer any booked meals to Away Day Packed Lunches. If you would prefer to supply your child with your own packed lunch avoid ordering that day. If you have already ordered simply amend this before the deadline. If you have any questions please "Contact Us"

What should I do if I need to cancel a meal after the online cut off point?

In the event that you may need to cancel a meal after the online cut off i.e. due to sickness, you can do so by telephone on 01472 342272. Due to the meals already having gone through our production process we will require a minimum of 48 hours' (not including weekends) notice in order to cancel any meals and offer a credit for those meals. Please see our terms and conditions on the website for further information or alternatively you can contact us at admin.nel@compass-group.co.uk

How far in advance can I order meals?

In principle you can order meals as far in advance as you would like. For example you can order on a week by week basis, monthly basis or for a whole term in one go. The online system will also allow you to book meals for following terms however as our menus change on a termly basis you will not be able to see the meal options for the following term until the new menu has been approved and loaded online.

Do Chartwells Cater for children with special dietary needs?

Yes, simply see the website FAQ's for more details.

Problems: Website Technical Support

General Ordering Queries Email - support@mealselector.co.uk

Email – <u>admin.nel@compass-group.co.uk</u> Tel: 01159 8384631

Tel: 01472 342272 (Office hours: 9:00 am and 5pm, Monday to Friday only)

(Office hours: 8am – 2:30pm. Monday – Friday, term time only)