



Dear Parents and Carers,

Welcome to Love food school catering, the company is owned and run by Mandy Love, we offer a wide variety of choice for your child to choose from. All meals are prepared and cooked from fresh daily on a site next to your school by our team. Our menus are designed by Love Food, ensuring that all nutritional daily requirements align with government guidelines.

We offer Millbrook juniors a bespoke menu to suit the school's needs, you can choose from meat, vegetarian, jacket potato, soup (winter), lunch box and salad option. Our packed lunch is extremely popular, it contains either a sandwich, roll or wrap with a filling of your choice, a yoghurt, a dessert, a snack bag which can contain a range of snacks and there is always fruit available.

We offer various menus to suit all allergies/intolerances/behavioural, we also have a vegan menu. If your child requires a special menu, please contact us at lovefoodjm@outlook.com and we will send you a form to fill out. We are unable to provide your child with an allergy/intolerant meal if you have not advised us that your child requires one and you have not filled out the form.

We operate an online booking system which is owned and controlled by Love Food JM LTD, all meals must be booked using the online booking system.

If you have any queries regarding your child's school meals, then please do contact us on any of the contact details below

F.A.Q

1, How do I order my child's lunch?

A, we have our own booking system, you will be sent a link to register your child's account. The user guide is in your new parent pack.

2, Do I have to order in advance?

A, you can order up to midnight the day before you require a meal, we can offer an emergency meal if required on the day, but this has to be booked either through your school office or school kitchen before 9am. All emergency meals after 9am will be a lunch bag only. Please do not use your school office as a way to regularly book meals, this is only to be used in an emergency. We operate a no debt policy, when ordering via a school office it will create a debt (if paid) If debt starts to increase we will email you to ensure the debt is paid, if debt increases further the account will be suspended until the debt is paid.

3, My child has special dietary requirements, can they still have school dinners?

A, yes, they can, each term we design special menus to suit most allergies/intolerances, for bespoke menus please contact love food direct. If your child has a special dietary requirement, we can work together to provide a menu suitable for your child. Please email lovefoodjm@outlook.com for a dietary requirement form and let us know your requirement. Intolerances and allergies are dealt with differently so please let us know if it is an intolerance (makes the child poorly or causes a non-life-threatening reaction) or an allergy (causes life threatening reaction, supported by an NHS guide to your child's condition) We cannot provide an allergy/intolerance menu unless you have completed the dietary requirement form. Once a form has been completed we can only offer the agreed menu, we cannot offer any product outside of what is on the menu provided.

4, My child is fussy and likes food a certain way, can you accommodate my child?

A, yes, we can, please email us and let them us what it is you require. For example: they do not like butter on their sandwiches, they don't like sauces mixed with pasta. Please do not ask us to omit veg from your child's diet as we cannot do this or add any product which is not on our menu.

5, My child is going on a school trip, can you provide a packed lunch?

A, yes, we can, just order your packed lunch in the usual way or email the kitchen to change the meal. All trips will have a deadline to order by; this gives us time to prepare the lunches.

6, I have booked for the whole term, but I need to amend my order, how to I amend my order?

A, you can go into your online account and amend any order up to midnight the night before.

7, My child is universal/free school meals, do I still need to order?

A, yes you do, we cannot assume that every child that is entitled to universal or free school meals will require a meal, a packed lunch only will be provided as an emergency where no booking has been made.

8, My child cannot eat certain food due to religious reasons, can I ensure my child is never fed certain food?

A, yes you can, please inform school and a note will be made on our online system, this shows up daily on our register.

9, Can I cancel a meal?

A, yes you can up to midnight the day before, if it is a paid meal your account will be credited. If you need to cancel a meal after midnight then you need to email your school kitchen before 9.30am. All school kitchens emails are listed below.

10. What happens if my child is absent from school?

A, If the school knows by 9am an absence report is given to the kitchen, and your meal will be cancelled (The payment will be credited if paid)

11, Can I use my credit with the current provider?

A, unfortunately no, it is up to you to be reimbursed by the previous company.

For any unanswered questions or queries please email Mandy Love lovefoodjm@outlook.com we will do our best to help you any way we can.



Data protection

As a responsible company, we have set out our guidelines to ensure the safety of all data held by Love Food JM LTD and in accordance with GDPR.

We require your permission to use your email address and mobile number to enable us to add your child to our booking system.

Your data will only be used for this purpose; we never divulge your information with a third party.

All our laptops and devices are encrypted to ensure all data is protected.

We need to print registers on a daily basis to ensure your child is fed the correct meal, this document contains your child's name and class. The only persons able to view this data are Love food employees who are bound by data protection. Any breach of our data protection policy will result in disciplinary action. Any printed data held I.E registers must be destroyed daily in a shredder on site.

The printed data will never leave the school; it will remain onsite until it is shredded.

We will only ever email or call you if there is a direct concern with your child's order, we will always ask the schools permission before we contact you.

We ask that you review your security settings on your own online media platforms to ensure any information or photos that you wish to remain amongst friends is displayed on a secure setting and not on a public setting.

All these cautions are a requirement by law to ensure we as a company are compliant with GDPR.

Name of parent.....

Email address.....

Mobile number.....

Child's name.....

Childs class.....

I hereby declare that I give/do not give permission to Love Food JM LTD to use my data to enable my child to be added to the online ordering system.

I agree/do not agree that Love Food JM LTD may contact me with regards to my child's account.

Date..... /...../.....

Signed.....

Love Food
Dinner Booking System - Parent User Guide

Registering your account

Registration emails will be sent in July or by mid-August, please note that we cannot upload any reception accounts until the school year has finished and all current children have been moved into their new year groups. If you haven't received one by mid-August, check your junk folder, if it's not there then please contact us.

To register your account, you will need to click the email link you have been sent (please check your junk file as sometimes it drops in there) the registration link will be sent to the primary email you have provided to the school. You cannot share links with other parents, each link sent out is specific to your account.

If you already have children at one of our schools, your accounts will automatically link, so there's no need to create a new one. Please ensure you use the same parent details on all forms to ensure proper account linking.

When registering, if you get an error message please screen shot the error and email it to lovefoodjm@outlook.com and we will help you to register.

Love Food - Invitation to Register



Registration

Hi |

You've been invited to register for Love Food Booking as you have a child enrolled in one of our Schools.

[Complete Registration](#)

If you believe this has been sent in error, you can ignore this email.

Thanks,
Love Food

When you click on the complete registration link in the email you will be taken to our booking platform to complete the registration process. Please enter your email address, mobile number, child's forename, and a password created by you.

If you get an error message, then it means the details held by school are different to what you are entering, please send a screenshot of the error to Love food and we will assist you.



Register your account

Email

Mobile

Child's First Name


Password

Confirm Password

[Register](#)

Once you have completed registration you will be asked to sign into your account.

AA booking.lovefoodltd.com




Sign in to your account

Email address

Password

[Forgot your password?](#)

 [Sign in](#)

Step one Select your child:

Once you have successfully logged in you will see select your child.

Step 1: Select your child

Select Child

If you have multiple children, you will need to process each child separately

Step two select your dates:

You can select all the dates you wish to book for; the system will display all available dates in black. When you click on the date/dates you require the day will highlight green.

The image displays three sequential screenshots of a date selection interface, each titled "Step 2: Select your dates" and featuring a "Cancel a Booking?" link. All screenshots show a calendar grid for the term starting on September 2nd, 2021, with dates from October 12th to 22nd. Available dates are shown in black text on a light grey background, while selected dates are highlighted in green. A blue selection box is present around the selected date in each screenshot.

Day	Date	Status
Tuesday	12 Oct	Available
Wednesday	13 Oct	Available
Thursday	14 Oct	Available
Friday	15 Oct	Available
Monday	18 Oct	Available
Tuesday	19 Oct	Available
Wednesday	20 Oct	Available
Thursday	21 Oct	Available
Friday	22 Oct	Available

Screenshot 1: Shows the initial state where all dates from Oct 12 to 22 are available (black text).

Screenshot 2: Shows the date Tuesday, 12 Oct selected (green text and blue selection box).

Screenshot 3: Shows multiple dates selected: Tuesday, 12 Oct; Wednesday, 13 Oct; Thursday, 14 Oct; Friday, 15 Oct; Monday, 18 Oct; and Tuesday, 19 Oct (all in green text and blue selection box).

Step three select your meals:

You can select one meal from the drop-down menu for each selected day.

Step 3: Select your meals

Tuesday 12 Oct

JACKET POTATO; Cheese

JACKET POTATO; Tuna Mayo

JACKET POTATO; Cheese and Beans

JACKET POTATO; Beans

SOUP; Cream of Tomato

SOUP; Vegetable

SOUP; Cream of Chicken

MEAT; Philly cheese chicken pasta bake

VEGETARIAN; Philly cheese chicken pasta bake

SALAD; Falafels

SALAD; Tuna Mayo

SALAD; Cheese

SALAD; Ham

Lunch box: Sandwich Tuna mayo

Lunch box: Sandwich ham

Lunch box: sandwich chicken

Lunch Box; Sandwich Cheese

Lunch Box; Sandwich Jam

Lunch Box; Roll Ham

Lunch Box; Roll Cheese

Lunch Box; Roll Tuna Mayo

Lunch Box; ROLL Chicken

Lunch Box; Roll Jam

Lunch Box; Wrap Chicken

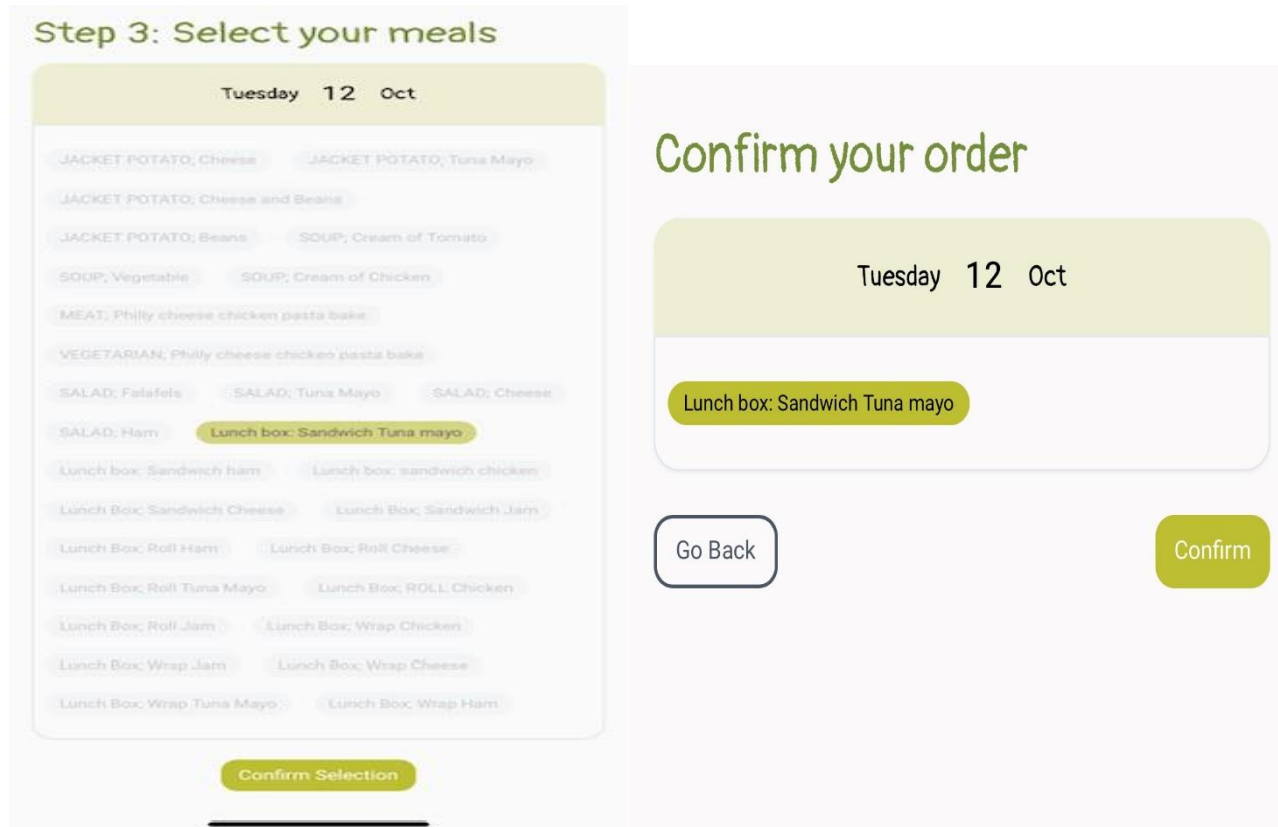
Lunch Box; Wrap Jam

Lunch Box; Wrap Cheese

Lunch Box; Wrap Tuna Mayo

Lunch Box; Wrap Ham

Once you have selected your meal the meal will highlight green, **once selected click confirm selection**, you will then need to select confirm on the next page.



Once you have completed your selections you will see a summary of your order



If your child is in key stage one you will be classed as universal free school meals, the system won't ask you for payment.

If your children are entitled to free school meals, you will not be charged. (You can apply online through your local council for free school meals if you think you qualify.)

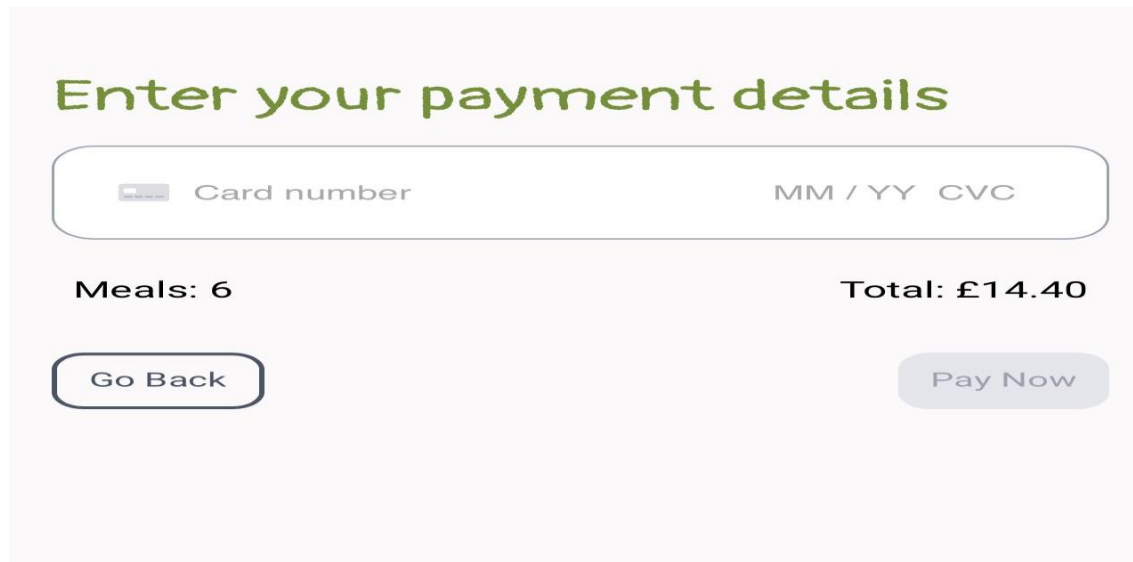
If none of the above applies, then you will be taken to enter your payment details.

Our system does not save anyone's credit or debit card details for security reasons; this does mean that if you have multiple children you will need to process each booking separately. We know this is time consuming, but we would prefer not to save anyone's details on our system.

If your internet drops out during this process your payment will go through, but the booking will not, **you will always get a confirmation email (check junk if it is not in your inbox) if you do not have a confirmation email it means your booking has not gone through.**

Please do not process the order again as the system will charge you again, please email lovefoodjm@outlook.com and we will sort the booking for you.

Once your order confirmation



The screenshot shows a payment form with the following elements:

- Title:** Enter your payment details
- Card Number Field:** A rounded rectangular input field containing a card icon, the text "Card number", and "MM / YY CVC".
- Meals:** 6
- Total:** £14.40
- Buttons:** "Go Back" and "Pay Now".

is complete you will receive a email confirming your order.

Love Food - Order Confirmation



Order Confirmation

Hi !

Thank you for your order!

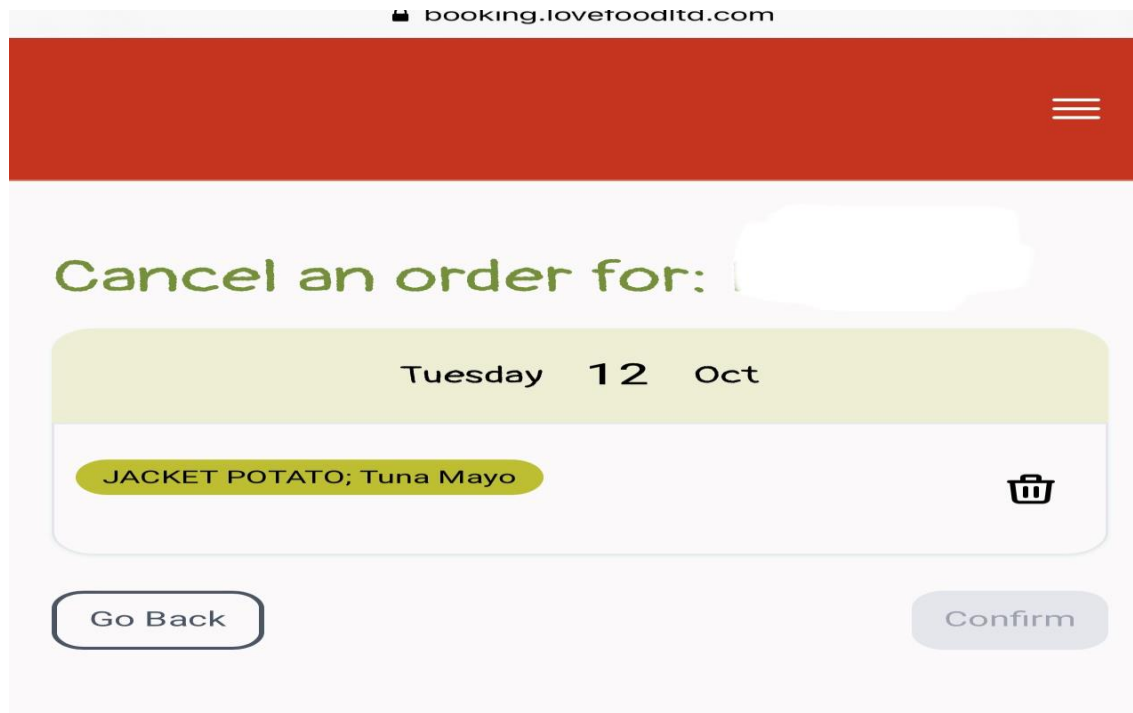
Date	Meal
-------------	-------------

12/10/2021	JACKET POTATO; Tuna Mayo
------------	--------------------------

Thanks,
Love Food

To cancel or amend an order

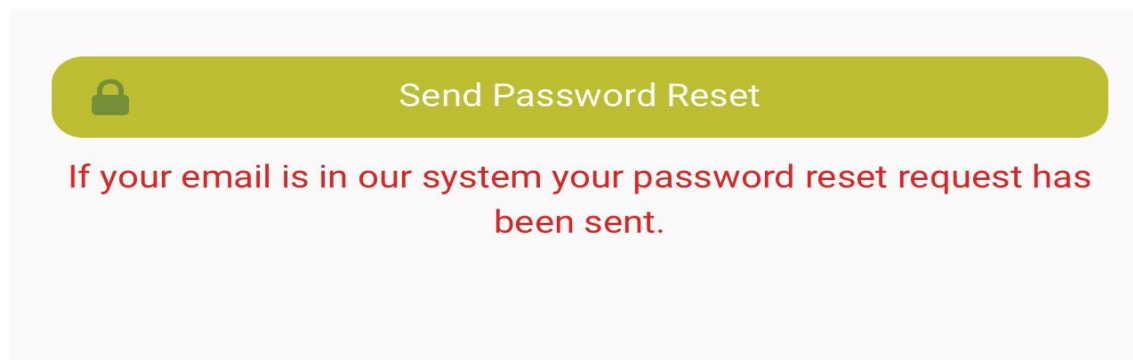
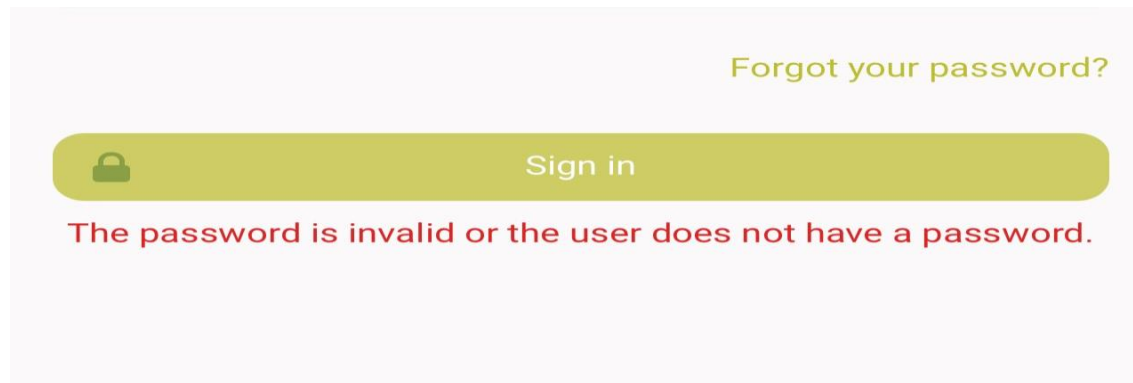
Log back into your account, select booking, select cancel a booking, this will take you to cancel an order for: select the date you want to cancel or amend (to amend you first need to cancel the booking) click the bin to delete, then confirm. You can re book by going back to bookings. If you are cancelling a meal and it is for the current day then you are unable to. Please email your kitchen from the emails below to cancel your meal before 9.30am



Forgotten details/invalid password

If you have forgotten your password or you are receiving an invalid user message, click forgot your password.

you will be taken to send password reset, click the reset button



You will receive an email asking to reset your password, select reset password



Forgot Password

Hi

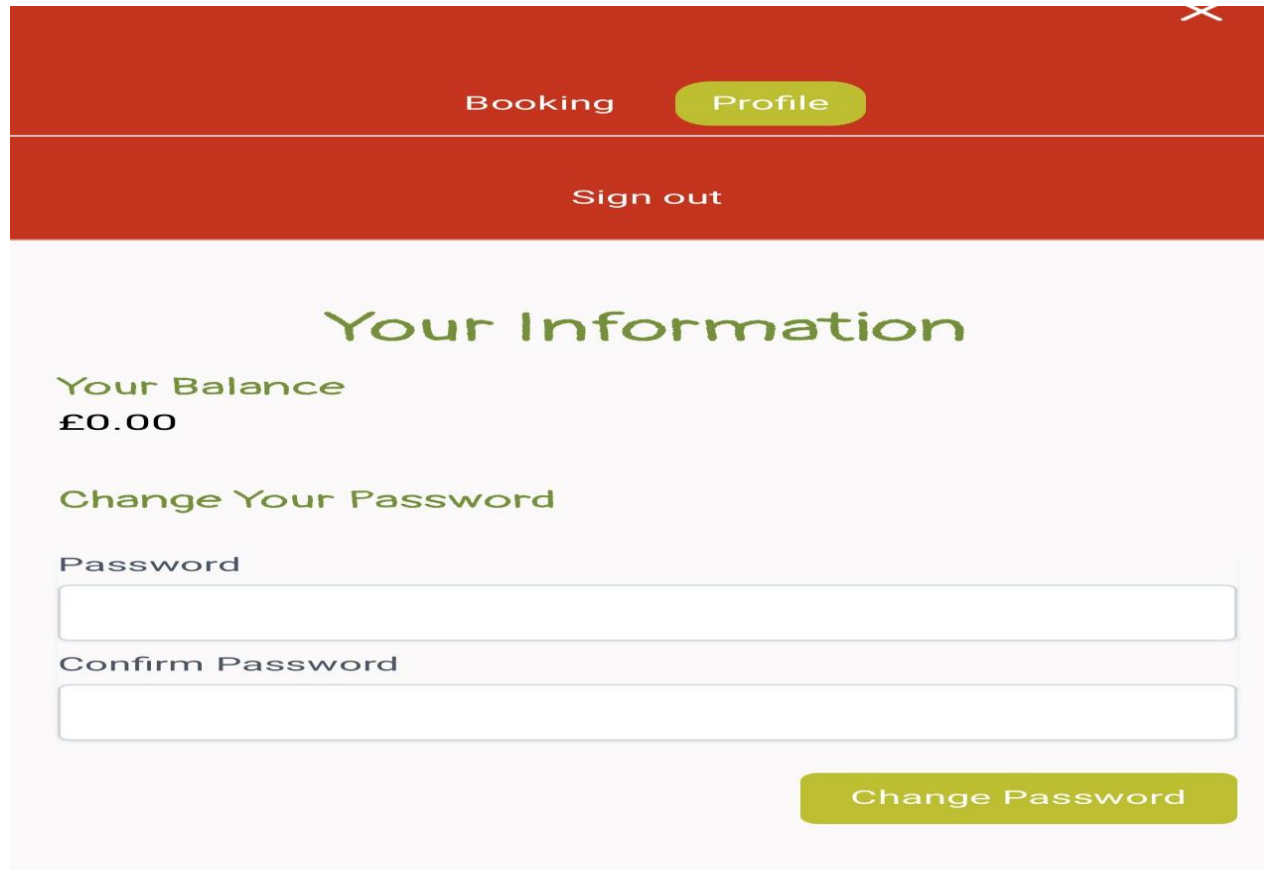
A password reset request has been received for your account on Love Food Booking.

[Reset Password](#)

If you believe this has been sent in error, you can ignore this email.

Thanks,
Love Food

To check your balance or change your password, go to the profile page.



The image shows a user profile page. At the top is a red header with a white 'X' in the top right corner. Below the header are two navigation options: 'Booking' and 'Profile', with 'Profile' highlighted in a green rounded rectangle. Below this is a red bar with the text 'Sign out'. The main content area is white and titled 'Your Information' in green. Underneath, it shows 'Your Balance' as '£0.00'. Below that is the section 'Change Your Password', which includes two input fields: 'Password' and 'Confirm Password'. A green 'Change Password' button is located at the bottom right of the form.

Booking Profile

Sign out

Your Information

Your Balance
£0.00

Change Your Password

Password

Confirm Password

Change Password

Miscellaneous

If you need to log into your account, you can go online to the web page below and log in.

<https://booking.lovefoodltd.com/>

You can order or amend any order up to midnight the night before you require a meal.

You will not be able to cancel an order on the day the meal is booked; you can email your kitchen to ask them to cancel the order for you. If you are a paying parent your account will be credited with that day's payment.

You can check your balance by selecting profile at the top of your account, you can also change your password on this page.

It is important that all parents book meals for their children, your child will not be fed the meals of the day, they will be given a lunch bag which can cause upset for your child.

We monitor our accounts regularly, any debt on parent accounts will be followed up by a member of our team. You will be given a reasonable amount of time to pay the debt. If the debt is increasing, we will have no choice but to suspend the account until the debt has been cleared.

If you are struggling to book meals, you can ask one of our team for assistance with your booking.

Email addresses:

Northants:

Managers

Northants Vikki lovefoodvw@outlook.com

Head office: lovefoodjm@outlook.com



Allergy/intolerance

If your child has been diagnosed with an allergy or intolerance, for us to provide your child with the corresponding menu we require you to fill out a special diet request form and include the corresponding medical evidence for your child's allergy/intolerance if applicable.

Once the special diet request form is filled out and all details checked we will then be able to provide your child with a menu suitable to their allergy/intolerance. Once you have filled out the request form stating the allergy/intolerance we are then unable to make any exceptions on their menu so for example if a child has a dairy intolerance, then we will not serve any product containing dairy even if the parent states that they are ok with cheese. If you require your child to have any product outside of the special menu provided that contains the allergen or product that causes intolerance, then unfortunately we will be unable to provide your child with a special menu and any request for a special diet must then be removed

We can only provide your child with a special menu if we have corresponding medical evidence to support the allergy/intolerance.

If at any time it is found that your child, no longer has an allergy or intolerance then please let us know as soon as possible and our standard menu will be issued.

If your child cannot have certain food due to religious beliefs, we will need you to complete the attached form in order for us to provide the correct menu for your child.

Any other special diet requests may be made by contacting Love food and we will advise on whether or not we are able to provide a menu for your child.

Attached is a breakdown of how your child's allergy/intolerance will be processed.

Kind regards

Mandy Love

Managing director

Love food JM LTD

lovefoodjm@outlook.com



Special Diet requirement form

Pupil name	
For allergies: What is your child allergic to?	
For intolerances: What is your child intolerant to?	
For religious reasons: Please list what your child can not have.	
For behavioural: Reason for a special diet	
Please list foods your child will eat:	
Any other reason: please list reason	
In order for us to provide your child with a menu that differs from our main menu please sign and date below giving us permission to supply your child with the reasons listed above	
Signature	
Date	

- **All Allergy children will have a different coloured plate, cup and cutlery with the child's name on it and the child's allergy, they must only be used for that child.** Everything belonging to your child will be stored in their own zip lock bag to ensure no contamination occurs.
- Your child will be provided with baskets to store your child's products in, when they are delivered, they must place a sticker on the outer packaging with your child's name on it. These products must only be used for the corresponding name on them.
- **If your child orders a lunch bag, we must use a white paper bag not brown, your child's allergy must be written on the bag and all products inside the bag must have stickers on with your child's name on them. We will never send an allergy lunch bag out for your child to collect; it must be handed over to your child or child's representative from the kitchen.**
- We Always use different gloves when touching your child's plate and food and dispose of straight away.
- **All allergy children's food must be cooked in a named disposable container in the TOP of the oven to avoid cross contamination. Once cooked the containers must be stored in hot hold away from all other products holding to avoid cross contamination with your child's name clearly written on the lid, the meal must go to service in the named tub and not leave the tub until your child is ready to be served..**
- Any equipment, plate, cutlery, cup belonging to your child **WILL NOT** be washed in the dishwasher ever. we will be providing a separate bucket with your child's name on it; this should be filled with hot water and detergent and all equipment etc must be washed in this bucket. Once washed, dry with paper towel and store in a sealed bag until next use. The reason for this is to avoid cross contamination through air particles. Rinse the bucket and store upside down on a sanitised surface that is covered with paper towel.
- **On the register we will ensure your child is highlighted as an allergy child with a highlighter with a colour only used for allergy children to remove any error at service. when serving an allergy child, we will ensure that each allergy child is served only what is safe for them to eat.**
- All employees are trained annually on our allergy procedures including any new legislation relating to allergies.
- **Your child's meal will be checked by two servers before the meal is handed to the either the child or the lunch time supervisor to ensure all products are safe for the child eat.**
- All members of staff be it Love food or Lunch time supervisors must always be aware that a child has an allergy.
- **When ordering online, we cannot put all our allergy menus on the system as this leads to errors in booking. Order the meal you would like to have E.G Meat, vegetarian, jacket, lunch box. Your child is highlighted as having an allergy on our registers, your booking will be converted to your child's corresponding menu in our kitchens.**

Managers: please contact any of the below if you have an issue with your account, you need to make alterations to your account, you need a special menu for your child. All other enquiries can go through your school kitchen.

Head office, Mandy: lovefoodjm@outlook.com

Manager

Vikki: lovefoodvw@outlook.com

