



Dear Parents & Guardians,

We'd like to take this opportunity to introduce ourselves; we're The Pantry, the School Meals provider for your School, and we're delighted to welcome you to our catering service in November!

The Pantry are an independently-owned, family-run business, starting out as a Sandwich Shop on Hayes High Street in 2006. We now proudly partner with over 150 Schools across the length and breadth of England, and it's thanks to our core values that we ensure are embedded in every one of our services.

We ensure every menu that we provide is nutritionally-balanced, filling and appetising, and we've worked with your School and the current parents to deliver dishes that reflect what the children really want to eat. All The Pantry's ingredients come from the very best, traceable sources, and your children will be eating fresh, sustainable, and high-quality meals each day.

Week commencing 23rd October, maybe a little earlier, we will send you the login link for your Pantry account, for you to access and verify your account for meal ordering. Once your account is set up you will be able to set your child's dietary preferences and view our menus with your child. You can book now for meals from xx date.

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 entitled to a free lunch under the Mayors Funding Programme between September 2024-July 2025.

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 your child has an allergy and requires a dietary-adjusted menu, please login to your account and set your child's allergen information. A member of our Customer Service Team will reach out to discuss the next steps and refer you to our Nutritionist if required. It can take three weeks to get an allergen dietary adjusted menu finalised once we receive your medical documentation, so please don't delay in setting your child's allergens on their Pantry account.

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.

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OF THE YEAR 2023



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