

Handy guide to Our Lunch-time Procedures

N.B. You will need to create a school spider account once your child has commenced with us.

1. **Create a School Spider Account** – to do this you will need to download the free school spider app, select Pike Fold Primary, click parent login, create account, input the email address you provided to school, follow the steps in the confirmation email you receive from School Spider. *Please ensure you register at least 48 hours prior to first meal order date.* If you require any help please contact the school office on 0161 702 3669 or go to our school website for guidance.
2. **Load credits on to your school spider account** - (you can skip this step if you have provided proof to us that your child is entitled to free school meals or if your child is in Reception, Year 1 or Year 2.)
3. **Order meals** as far in advance as possible, ideally the whole half term.

FAQ's

What if I have ordered a meal for my child but they are absent from school?

If your child is absent from school please ensure you login to your School Spider Account to **cancel their meal order** for that day **before 09:15am**. A credit will automatically be generated.

If you do not cancel meals by the above specified time then the kitchen will continue to prepare the meal and you will still be charged for it.

What happens if I don't order a meal for my child?

If you do not order a meal for your child then you must ensure you send your child to school with a packed lunch. **If you have forgotten to do this you must ensure a packed lunch is brought to school before lunchtime.** Unfortunately, the school is unable to provide a meal.

continued overleaf...

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What if my child has an allergy?

You must inform the school of any allergies your child has as soon as possible, we may require medical evidence. The kitchen staff will then ensure your child does not receive a meal containing any of these ingredients.

If you are unsure of the ingredients contained in any of the meals you would like to book for your child then contact school via email at admin@pikefold.manchester.sch.uk who will assist you further.

Can I provide my child with a packed lunch ?

Yes, you can provide your child with a packed lunch or if you wish on certain days order a meal & provide a packed lunch on the other days. We do ask that you read the Packed Lunch Policy to promote a whole school approach to food and healthy eating. You can find this policy on our school website or click [here](#)

We are a nut free school.

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