



Dear Parents/Carers,

We are progressing towards a cashless payment system in your school and from the **04th September 2017** we will no longer be able to accept cash payments or cheques in school for your school dinners.

To aid you with this progression Dolce have introduced the following ways to make payments on your account.

Direct Debit

A Direct Debit is a great way to manage payments for your child's school meals. Direct Debit payments are collected every month and you can choose your collection date from a choice of two options.

We will send you a statement 2 weeks prior to collection. The statement will list all the meals that your child has taken. If you would like to know more please contact our Customer Care team.

To arrange a Direct Debit please log into your Live Kitchen account and follow the onscreen instructions. Please note we are unable to take your banking details or arrange your Direct Debit over the telephone. Your payments will show as Dolce Ltd on your bank statements.

Online Payments

Dolce have an online card payment option for all parents which can be accessed through your Live Kitchen account. There are no additional charges for using this service.

Telephone Card Payments*

Our dedicated Customer Care team are at hand 08.30 - 5.00 pm to take your card payment over the phone on 01942 707709.

If you do not have a Live Kitchen account to access the above options please complete the below slip or the tear off slip enclosed with your 'Let's Go Cashless' leaflet and pass to your school so they may create your account.

Once activated you will receive an email containing your password and login information from Live Kitchen to enable you to access our fantastic range of options.

Yours sincerely

C. Duffy

Customer Liaison

* A 10p transaction fee is charged for all telephone card payments.

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Please complete the below and pass to your school office to create your Live Kitchen account.

Child Name: Year/class:

Parent Name: Email address:

Date: Signature: