

School meals payment and ordering service

Terms and conditions

These terms apply to all orders placed on Live Kitchen and meals subsequently supplied, unless we agree otherwise in writing. **Please read them carefully before placing your order.**

1. Definitions and Interpretation

- “You” means the person placing food orders.
- “Meal recipient” means the child or adult who will receive the meal in school and who is having orders placed on his or her behalf.
- “Our website” means live-kitchen.co.uk.
- “We”, “us”, “our” means Live Kitchen Ltd and the caterer who supplies meals and services at your school.
- “Your school” means the school at which the person who will be receiving the ordered meals and services currently attends.

2. Your account

- A Live Kitchen account was provided to you as the person who is responsible for any debts accrued for any meals (out with free school meal entitlement) and paid-for services at the school. Although you may permit your child or children to place their own orders, this should be supervised, as any orders placed will be assumed to have been chosen by the owner of the account.

3. Meal delivery

- For items you have pre-ordered
 - Pre-ordering is a statement of your meal preference and does not constitute a contract to supply or a guarantee.
 - We will endeavor to supply the meals you have chosen however there may be instances where we are unable to do so, in which case an alternative meal will be provided.
- Accompaniments and desserts.
 - Items shown on the menu which are not available for pre-order (such as desserts and accompaniments) may, in certain circumstances, change on the day.
- What we will provide
 - In return for the stated meal price (which can be ascertained by asking the school office) we will provide a main course with accompaniments, and a dessert item. If your child is entitled to free school meals, we will reclaim the cost of these directly, and you do not need to provide payment.
- What constitutes a ‘suitable alternative’

- Our staff will provide a suitably nutritious alternative from the food that is available to them. The alternative will account for the meal recipient's dietary needs (if they have been made known to us). Cooks are encouraged to make the alternative as appealing as possible for the meal recipient with the time and supplies available

4. **Your choice as a customer**

- We hope you enjoy our meals. If you are unhappy with our service please let us know. School meals are not compulsory; if you do not wish to pay for meals in the manner required or do not wish to claim your free school meal entitlement (where applicable) you may choose to provide packed lunches.

5. **Refunds**

- We will only provide refunds for paid meals, and when *all* of the following conditions are met:
 - A pre-ordered meal choice was not available,
 - A significant part of the meal was omitted, and
 - No suitable alternative was provided
- When supplying refunds, they will be calculated on the basis that the main course accounts for 60% of the meal price and the dessert 40%.
- If you have credit on your account and would like it returned to you this can be arranged. Requests for refunds should be sent to admin@live-kitchen.co.uk and refunds will be processed within 5 working days.

6. **Payments**

- Direct debit
 - Customers can choose to pay by direct debit if they wish. Direct debit statements are sent by email. It is the customer's responsibility to ensure that messages sent are not spam filtered, or are retrieved from spam if necessary.
- Card payments
 - Meals should be paid for in advance as we do not provide credit.
 - Where card payments are offered, amounts paid for blocks of meals are correct at the time of sale. Amounts paid in advance will add funds to your account; the number of meals stated at time of purchase are for indicative purposes only.
- Cash or cheque
 - Meals should be paid for in advance as we do not provide credit.
 - Outstanding balances will result in action being taken to recover the outstanding amount as necessary after a two day period of grace.
- Free meal entitlement

- No payment is required for meals taken within the free meals entitlement. Other goods and services purchased can be paid for by cash or cheque as applicable.

7. Special diets

- We will endeavor to provide suitable alternatives for pupils with genuine dietary requirements and allergies.
- If you cannot find the necessary nutritional information on our website to allow you to order for your child, please contact your caterer directly for further details prior to ordering.

8. Advance notice of changes to the menu

- Occasionally we have to change the menu.
- The menu will be updated on our website to reflect the change.
- Where a change is made we will notify parents who have pre-ordered a meal on that day, and ask them to place a new order.
- We avoid making changes to a menu at short notice unless it is absolutely necessary. Due to time constraints, if changes are made after 8.45am on the day we will not email you and ask you to place a new pre-order.

9. Additional Sales

- In schools where we offer 'additional sales' features, school offices may add purchased items and services such as school uniforms and school trips to your account.
- When you purchase an item or service from the school office, they will check your preferred method of payment (account or cash at time of purchase).
- If you opt to have the purchase added to your account it will, (according to your payment method):
 - Be added to your next direct debit statement, or
 - Will use some of your cash / card / cheque pre-paid balance. This may result in a balance owing at the school and you may then have to top up.

10. Contacting us

- We offer various ways to get in touch:
 - Email: support@live-kitchen.co.uk
 - Phone: 01506 300 310
 - Live chat: click on the blue box at the bottom of the screen, which will appear during normal office hours.