

# ABOUT US

## GOOD LOOKIN COOKIN PRIDES ITSELF ON BEING A LOCAL FAMILY RUN SCHOOL MEAL PROVIDER

We offer a variety of two course lunches each day and include theme days which appear on the menu for special occasions throughout the school year.

We also cater for yearly events, such as Christmas and Easter - information about these events will be provided during each school term.



We are part of **Select Lincolnshire** and work closely with local suppliers to ensure we use as much fresh locally sourced produces as possible.



All our fish is **MSC Certified** and comes from suitable fisheries.



We offer **activity days** and **cookery clubs**, so the children can learn how to cook and enjoy trying different foods

We only use **British Farm** assured meat and have **100% traceability** "back to farm"



# WHY CHOOSE A SCHOOL MEAL?

We believe that enjoying a nutritiously balanced hot meal at lunchtime is a brilliant way for children to chat with friends, improve their social skills and encourage eating habits that will remain with them for life.

If you have a child in KS1 (Reception, Year 1 or Year 2) your child is automatically entitled to a school meal every day, **for free**.

On average families can **save £437 per child** throughout the school year. Plus, it saves time every morning too.

**School meals by law must meet the School Food Standards.** These standards ensure that when menus are developed, they are considerate of children's nutritional needs.



EVERY DAY YOU CAN BE ASSURED THAT THE SCHOOL MENU WILL OFFER:

- ✓ 2 portions of fruits and vegetables
- ✓ A dairy food item rich in calcium for strong bones and teeth
- ✓ Starchy carbohydrates to provide energy
- ✓ A protein source to support the body's growth and repair

You can select your meals in advance via the school website:  
[www.goodlookincookin.co.uk](http://www.goodlookincookin.co.uk)

this ensures you always know what your child is eating.

# USEFUL INFORMATION

## KEY STAGE TWO PUPIL PREMIUM ENTITLEMENT

If your child is entitled to Pupil premium free school meals, please tick the relevant box when entering your child details during registration. We will then receive your request and provide authorisation, allowing you to order meals on the website. Free School Meal status will only be activated if the required Government criterion has been met and we receive confirmation from the school to authorise the request.

## KEY STAGE ONE (INFANTS)

The Government's Universal Free School Meal scheme means that provided your child is in Reception, Year One or Year Two, they will be entitled to a hot meal for the duration of that school year. All Infant children will still need to order meals via the website, however you will not be required to provide payment details.



### Reminders

will be sent via email informing you of any new menus which are available for ordering.

### Email and text alerts

will also be sent prior to the weekly deadlines to remind you to place your child's order.

**However, on occasions when you experience technical issues or require additional assistance, we always have someone on hand via telephone or email to help resolve any issues and answer any queries.**



# DIETARY REQUIREMENTS

**WE CATER FOR THE 14 MAIN ALLERGENS AND AN ALLERGEN SHEET IS AVAILABLE TO DOWNLOAD FROM THE WEBSITE.**

We are happy to help with a child's dietary requirements (Medically Certified), but **this responsibility must be shared between GLC, the school and the child's parents/carers.** Together we can ensure that the child only receives food that is suitable for their diet.

Although we are happy to provide dietary required meals some of our ingredients are externally sourced so therefore, **we cannot guarantee 100% against any allergy.**

If you have a child at school with any allergies who is going to eat with us, **please indicate which allergens they have when registering on the website.** They will be added to our special diet list so that we are fully aware. You can then order online as normal; **your selections will be provided to our kitchen team, who will ensure a suitable alternative meal is supplied** to the school for your child.

**All our menus with any allergens are on our web site so that parents can access the relevant information.**



# HOW TO ORDER SCHOOL MEALS

## STEP-BY-STEP ORDERING INSTRUCTIONS

**1** Log in at [www.goodlookincookin.co.uk](http://www.goodlookincookin.co.uk)

**2** Provide a **current email address** and proceed with registration.

**3** **Create an account by reconfirming your email address and creating a password.**

(Should you ever have trouble accessing your account, please get in touch. We can re-set your account and provide you with a temporary password, enabling you to access your account again.)

**4** **Add your child's details to begin ordering.**

At this point you can notify us of any dietary requirements or free school meal status.

(If you pay for meals, you will be required to enter billing information before you are able to place an order)

**5** Once you have finished registering, you will be able to **view your children's details and proceed with ordering meals.**

**6** **Selecting the child**, you wish to order meals for will then prompt you to select the week you wish to order for.

**7** **Select your preferred meals** for each day and confirm your selections.



(Please note- you will be required to follow this process for each child, should you wish to select specific meals for each day. However, should you wish to order the same option every day, we have a bulk ordering feature which will allow you to order multiple weeks at once-provided you are happy for your child to have the same option each day.)

For those parents who receive free school meals, once you have selected the required meals for the week, your meals will appear in the "payment" basket. You will be required to select "**Confirm My Select**" (Bottom of the screen); this will save your meal choices and provide you with an order summary.

If you pay for your child's meals, upon confirming your meal selections, your sub-total will appear in the payment basket.

Once you have finished ordering you will need to select "**View Basket**" (Top right of screen), this will direct you to the billing page and enable you to successfully complete your order. No order will be processed without payment.

A confirmation email will be provided once you have ordered your meals; you are also able to look at your current and previous orders in "**View Orders**".



#### ORDER DEADLINE:

**Thursday Morning at 10am** the week prior to meals being required.

Orders for the first week back after each half term, must be placed before **Thursday Afternoon at 3pm** during the final week of the previous term.



We are unable to accept orders after the **10am** Thursday deadline, should you require assistance before the cut-off, please get in touch and we will endeavour to resolve any issues or answer any queries.

# FREQUENTLY ASKED QUESTIONS

## I CAN'T SEE THE MENUS?

Please check you have registered your child's details first.

Printable versions of the menus are then available from the **download section at the bottom of the main screen**. A helpful allergen sheet is available should you need to view the contents of a meal.

## HOW DO I KNOW MY ORDER HAS BEEN SUCCESSFUL AND THAT I'VE PAID?

You will receive an onscreen payment confirmation upon the completion of your order. You will also receive an email detailing the order placed and the amount charged.



## WHAT HAPPENS IF MY CHILD IS ON A SCHOOL TRIP

Upon notification from the school, **we prepare a packed lunch** the day before or the morning of the trip and deliver it to the school with the lunches. The packed lunch is then stored in the school refrigerator ready to be taken on the school trip.

## WHEN WILL THE MENUS BE AVAILABLE TO ORDER?

Menus are usually available six weeks in advance and a full half-term block is added to the website each time. An email alert will be sent when new menus are available.

## MY CHILD IS ABSENT FROM SCHOOL OR DOESN'T REQUIRE MEALS ANYMORE

### Can I amend or cancel an order I have already placed?

Amendments and cancellations can be made to an order prior to the deadline. **Simply select “View Orders”** then select the required order report and you will be provided with the option to edit your selection. Credits will be left on your account for future orders.

Should you need to cancel a meal order after the deadline due to illness or require a refund for a meal cancellation, **please get in touch before 9:30am on the morning of the cancellation.**

Unfortunately, we are unable to retrospectively refund a meal which has already been provided to the school.

Please contact us on **01522 500779** or email: **[schoolmeals@goodlookincookin.co.uk](mailto:schoolmeals@goodlookincookin.co.uk)**

we will make any cancellations required and if applicable refund the amount back to your account.

## MY CHILD HAS A DIETARY REQUIREMENT, CAN THEY STILL HAVE MEALS?

If your child has any special dietary requirements (Medically certified) please tick the relevant box when entering your child's details during registration. You are subsequently able to amend these details should their requirements change. Following this, Good Lookin Cookin will be notified and your child will be placed on our dietary requirement list—we will then ensure we provide suitable meal alternatives when required.



## I DON'T HAVE ACCESS TO A COMPUTER, CAN I STILL ORDER?

If you don't have access to a computer, please contact the school and alternative arrangements will be provided or contact ourselves and we will ensure your child doesn't miss out.

# FREQUENTLY ASKED QUESTIONS

## IS YOUR CHILD MISSING OUT?

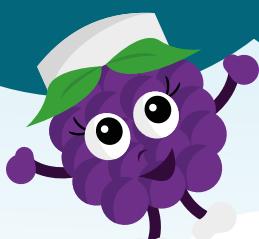
If you are unsure whether your child is eligible for free school meals, you can visit the Lincolnshire County Council website:

[www.lincolnshire.gov.uk/schools-and-education/  
free-school-meals](http://www.lincolnshire.gov.uk/schools-and-education/free-school-meals)

The website will provide you with the eligibility criteria and provide a link to the application form.

## MY SCHOOL IS CLOSED?

On the rare occasion your school closes unexpectedly, and you've already paid for meals, please don't worry you will receive a refund for any meals paid for during that period. These will be added to your account in the form of a credit, which will automatically be deducted from your next order. You will also receive an email from ourselves informing you of the total amount refunded and the reason.



## I HAVE A FREE SCHOOL MEAL ACCOUNT DO I HAVE TO DO ANYTHING?

If you are in KS1 or entitled to Government funded free school meals (ks2) you will be provided meals free of charge.

Ks1 accounts will automatically be able to order meals on the website, all you are required to do is place your selection each week.

Ks2 children entitled to free school meals, please tick the relevant box when entering your child's details during registration. We will then receive your request and provide authorisation, allowing you to order meals on the website.



## I'VE TRIED TO PAY BUT THE PAYMENT DID NOT GO THROUGH?

This may occur when internet connection is lost or your computer stops/stalls during the payment process.

Once you have made your weekly selections and clicked "confirm my select", the system will save these choices until the weekly deadline. If you know the payment was unsuccessful, you can select complete my order and re-summit the payment.

If you think the payment was successful, you will receive a confirmation email detailing the meals you've paid for. You can also check in your account under View Order, this will show you the status of your orders.