



Dear Parents and Carers,

Welcome to Love food school catering, the company is owned and run by Mandy Love, we offer a wide variety of choice for your child to choose from. All meals are prepared and cooked on site daily by our team. All our menus are created by Love Food, all nutritional calculations and daily requirements are adhered to as per government guidelines.

We offer a meat, vegetarian, jacket potato, soup, lunch box and salad option for you to choose from. Our packed lunch is extremely popular, it contains either a sandwich, roll or wrap with a filling of your choice, a yoghurt, a dessert, a snack bag which can contain two of a range of healthy snacks, and a piece of fruit.

We offer various menus to suit all allergies/intolerances/behavioural, we also have a vegan menu. If your child requires a special menu, please contact us at [lovefoodjm@outlook.com](mailto:lovefoodjm@outlook.com) and we will send you a form to fill out. We are unable to provide your child with an allergy/intolerant meal if you have not advised us that your child requires one and you have not filled out the form.

We operate an online booking system which is owned and controlled by Love Food JM LTD

If you have any queries regarding your child's school meals, then please do contact us:

[Lovefoodjm@outlook.com](mailto:Lovefoodjm@outlook.com)

Mandy Love 07789103884

## F.A.Q

### **1, How do I order my child's lunch?**

A, we have our own booking system, you will be sent a link to register your child's account.

### **2, My child has special dietary requirements, can they still have school dinners?**

A, yes, they can, each term we design special menus to suit most allergies/intolerances, for bespoke menus please contact love food direct. If your child has a special dietary requirement, we can work together to provide a menu suitable for your child. Please email [lovefoodjm@outlook.com](mailto:lovefoodjm@outlook.com) for a dietary requirement form and let us know your requirement. Intolerances and allergies are dealt with differently so please let us know if it is an intolerance (makes the child poorly or causes a non-life-threatening reaction) or an allergy (causes life threatening reaction, supported by an NHS guide to your child's condition)

### **3, My child is fussy and likes food a certain way, can you accommodate my child?**

A, yes, we can, please email your school kitchen and let them know what it is you require. For example: they do not like butter on their sandwiches, they don't like sauces mixed with pasta. Please do not ask us to omit veg from your child's diet as we cannot do this or add any product which is not on our menu.

### **4, My child is going on a school trip, can you provide a packed lunch?**

A, yes, we can, just order your packed lunch in the usual way or email the kitchen to change the meal.

### **5, I have booked for the whole term, but I need to amend my order, how to I amend my order?**

A, you can go into your online account and amend any order up to midnight the night before.

### **6, My child is universal/free school meals, do I still need to order?**

A, yes you do, we cannot assume that every child that is entitled to universal or free school meals will require a meal, a packed lunch only will be provided as an emergency where no booking has been made.

### **7, My child cannot eat certain food due to religious reasons, can I ensure my child is never fed certain food?**

A, yes you can, please inform school and a note will be made on our online system, this shows up daily on our register.

**For any unanswered questions or queries please email Mandy Love [lovefoodjm@outlook.com](mailto:lovefoodjm@outlook.com) we will do our best to help you any way we can.**



## Data protection

As a responsible company, we have set out our guidelines to ensure the safety of all data held by Love Food JM LTD and in accordance with GDPR.

We require your permission to use your email address and mobile number to enable us to add your child to our booking system.

Your data will only be used for this purpose, we never divulge your information with a third party.

All our laptops and devices are encrypted to ensure all data is protected.

We need to print registers on a daily basis to ensure your child is fed the correct meal, this document contains your child's name and class. The only persons able to view this data are Love food employees who are bound by data protection. Any breach of our data protection policy will result in disciplinary action. Any printed data held I.E registers must be destroyed daily in a shredder on site.

The printed data will never leave the school, it will remain onsite until it is shredded.

We will only ever email or call you if there is a direct concern with your child's order, we will always ask the schools permission before we contact you.

We ask that you review your security settings on your own online media platforms to ensure any information or photos that you wish to remain amongst friends is displayed on a secure setting and not on a public setting.

All these cautions are a requirement by law to ensure we as a company are compliant with GDPR.

Name of parent.....

Email address.....

Mobile number.....

Child's name.....

Childs class.....

I hereby declare that I give/do not give permission to Love Food JM LTD to use my data to enable my child to be added to the online ordering system.

I agree/do not agree that Love Food JM LTD may contact me with regards to my child's account.

Date...../...../.....

Signed.....

# **Love Food**

## **Dinner Booking System - Parent User Guide**

## Registering your account

To register your account, you will need to click the email link you have been sent (please check your junk file as sometimes it drops in there) the registration link will be sent to the primary email your school holds on file.

### Love Food - Invitation to Register



#### Registration

Hi |

You've been invited to register for Love Food Booking as you have a child enrolled in one of our Schools.

[Complete Registration](#)

If you believe this has been sent in error, you can ignore this email.

Thanks,  
Love Food

When you click on the complete registration link in the email you will be taken to our booking platform to complete the registration process. Please enter your email address, mobile number, child's forename, and a password created by you.

If you get an error message, then it means the details held by school are different to what you are entering.



**Register your account**

Email

Mobile

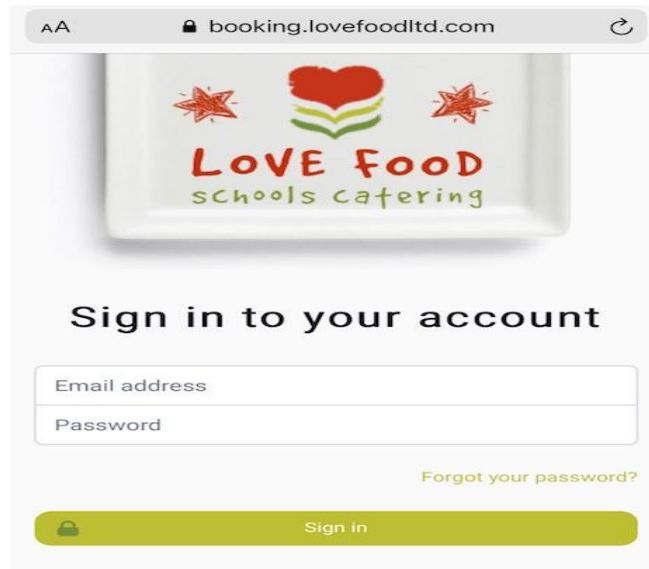
Child's First Name

Password

Confirm Password

[Register](#)

Once you have completed registration you will be asked to sign into your account.



The image shows a web browser window with the address bar displaying "booking.lovefoodltd.com". The main content area features the "Love Food schools catering" logo, which includes a red heart and two red stars above the text "LOVE FOOD" in red and "schools catering" in green. Below the logo is the heading "Sign in to your account". There are two input fields: "Email address" and "Password". A link for "Forgot your password?" is located below the password field. At the bottom, there is a green "Sign in" button with a lock icon on the left.

AA booking.lovefoodltd.com


**LOVE FOOD**  
schools catering

**Sign in to your account**

Email address

Password

[Forgot your password?](#)

 Sign in

## Step one Select your child:

Once you have successfully logged in you will see select your child.

### Step 1: Select your child

Select Child

If you have multiple children, you will need to process each child separately



## Step two select your dates:

You can select all the dates you wish to book for, the system will display all available dates in black. When you click on the date/dates you require the day will highlight green.

The image displays three sequential screenshots of a date selection interface, each titled "Step 2: Select your dates" and featuring a "Cancel a Booking?" link. All screenshots show a "Term Start: September 2nd 2021".

**Screenshot 1 (Left):** Shows a calendar grid with dates from October 12 to 22. All dates are in black boxes with "Available" buttons below them. The dates are arranged in four rows: Row 1 (12, 13), Row 2 (14, 15), Row 3 (18, 19, 20), and Row 4 (21, 22).

**Screenshot 2 (Middle):** Shows the same calendar grid. The date "Tuesday 12 Oct" is highlighted in green and has a "Selected" button below it. A blue border highlights the date card.

**Screenshot 3 (Right):** Shows the same calendar grid. Multiple dates are highlighted in green and have "Selected" buttons: Tuesday 12 Oct, Wednesday 13 Oct, Thursday 14 Oct, Friday 15 Oct, Monday 18 Oct, and Tuesday 19 Oct. A blue border highlights the Tuesday 19 Oct date card.

## Step three select your meals:

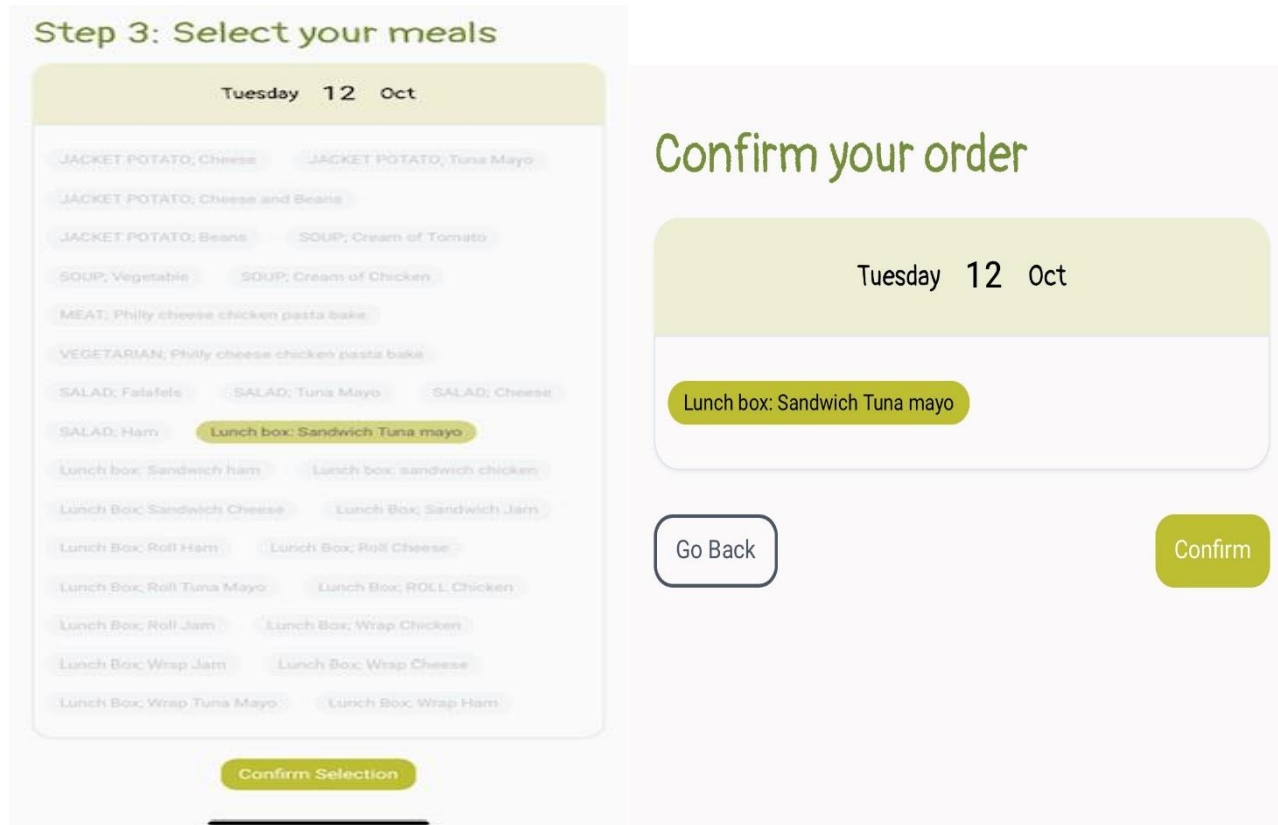
You can select one meal from the drop-down menu for each selected day.

### Step 3: Select your meals

Tuesday 12 Oct

- JACKET POTATO; Cheese
- JACKET POTATO; Tuna Mayo
- JACKET POTATO; Cheese and Beans
- JACKET POTATO; Beans
- SOUP; Cream of Tomato
- SOUP; Vegetable
- SOUP; Cream of Chicken
- MEAT; Philly cheese chicken pasta bake
- VEGETARIAN; Philly cheese chicken pasta bake
- SALAD; Falafels
- SALAD; Tuna Mayo
- SALAD; Cheese
- SALAD; Ham
- Lunch box: Sandwich Tuna mayo
- Lunch box: Sandwich ham
- Lunch box: sandwich chicken
- Lunch Box; Sandwich Cheese
- Lunch Box; Sandwich Jam
- Lunch Box; Roll Ham
- Lunch Box; Roll Cheese
- Lunch Box; Roll Tuna Mayo
- Lunch Box; ROLL Chicken
- Lunch Box; Roll Jam
- Lunch Box; Wrap Chicken
- Lunch Box; Wrap Jam
- Lunch Box; Wrap Cheese
- Lunch Box; Wrap Tuna Mayo
- Lunch Box; Wrap Ham

Once you have selected your meal the meal will highlight green, once selected click confirm selection, you will then need to select confirm on the next page.



Once you have completed your selections you will see a summary of your order

The screenshot displays a 'Confirm your order' page with a light green header. Below the header, the page is organized into five horizontal sections, each representing a day of the week with a corresponding meal selection. Each section has a light green background for the date and a white background for the meal name, which is highlighted in a yellow pill-shaped box. The meal selections are: Tuesday 12 Oct (Lunch box: Sandwich Tuna mayo), Wednesday 13 Oct (VEGETARIAN: Cauliflower cheese), Thursday 14 Oct (SALAD: Ham), Friday 15 Oct (JACKET POTATO: Cheese), and Monday 18 Oct (SOUP: Cream of Tomato).

Date	Meal Selection
Tuesday 12 Oct	Lunch box: Sandwich Tuna mayo
Wednesday 13 Oct	VEGETARIAN: Cauliflower cheese
Thursday 14 Oct	SALAD: Ham
Friday 15 Oct	JACKET POTATO: Cheese
Monday 18 Oct	SOUP: Cream of Tomato

If your child is in key stage one you will be classed as universal free school meals, the system won't ask you for payment.

If your children are entitled to free school meals, you will not be charged. (You can apply online through your local council for free school meals if you think you qualify.)

If none of the above applies, then you will be taken to enter your payment details.

## Enter your payment details

**Meals: 6** **Total: £14.40**

Our system does not save anyone's credit or debit card details for security reasons, this does mean that if you have multiple children you will need to process each booking separately. We know this is time consuming, but we would prefer not to save anyone's details on our system.

Once your order is complete you will receive a confirmation email confirming your order.

### Love Food - Order Confirmation



#### Order Confirmation

Hi !

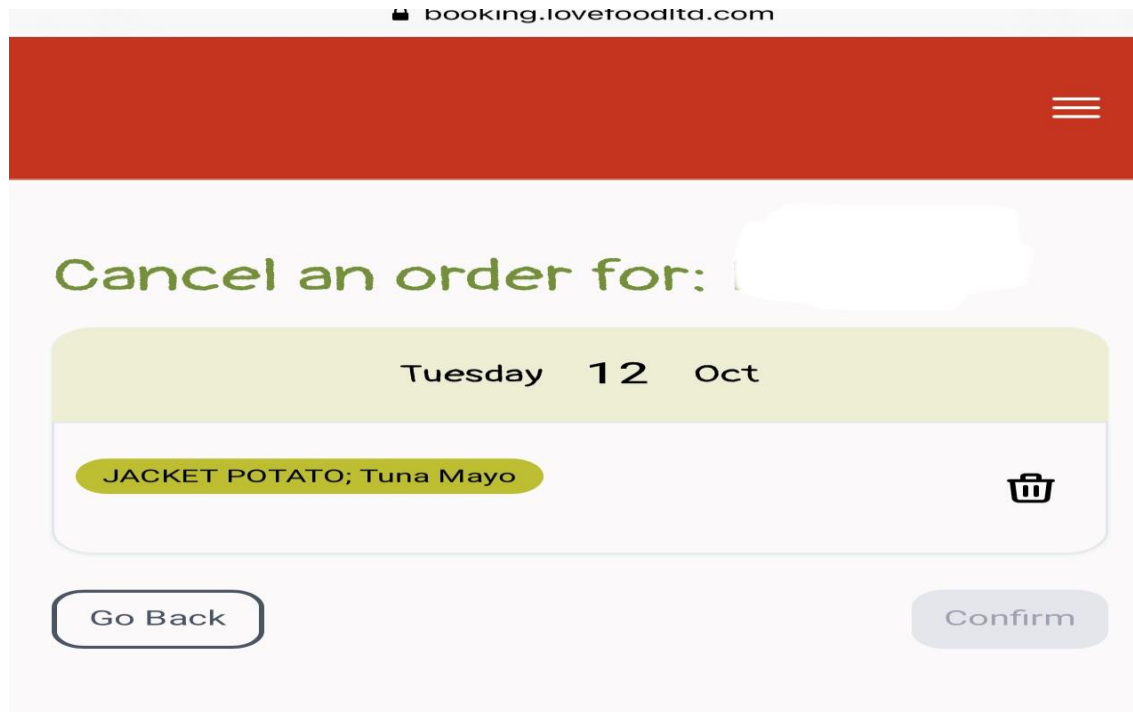
Thank you for your order!

<b>Date</b>	<b>Meal</b>
12/10/2021	JACKET POTATO; Tuna Mayo

Thanks,  
Love Food

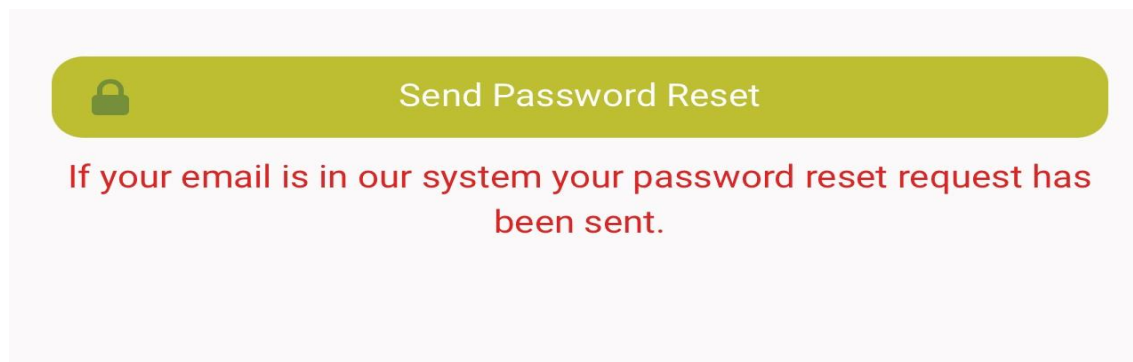
## To cancel or amend an order

Log back into your account, select booking, select cancel a booking, this will take you to cancel an order for: select the date you want to cancel or amend (to amend you first need to cancel the booking) click the bin to delete, then confirm. You can re book by going back to bookings.



## Forgotten details/invalid password

If you have forgotten your password or you are receiving an invalid user message, click forgot your password. you will be taken to send password reset, click the reset button





You will receive an email asking to reset your password, select reset password



### Forgot Password

Hi

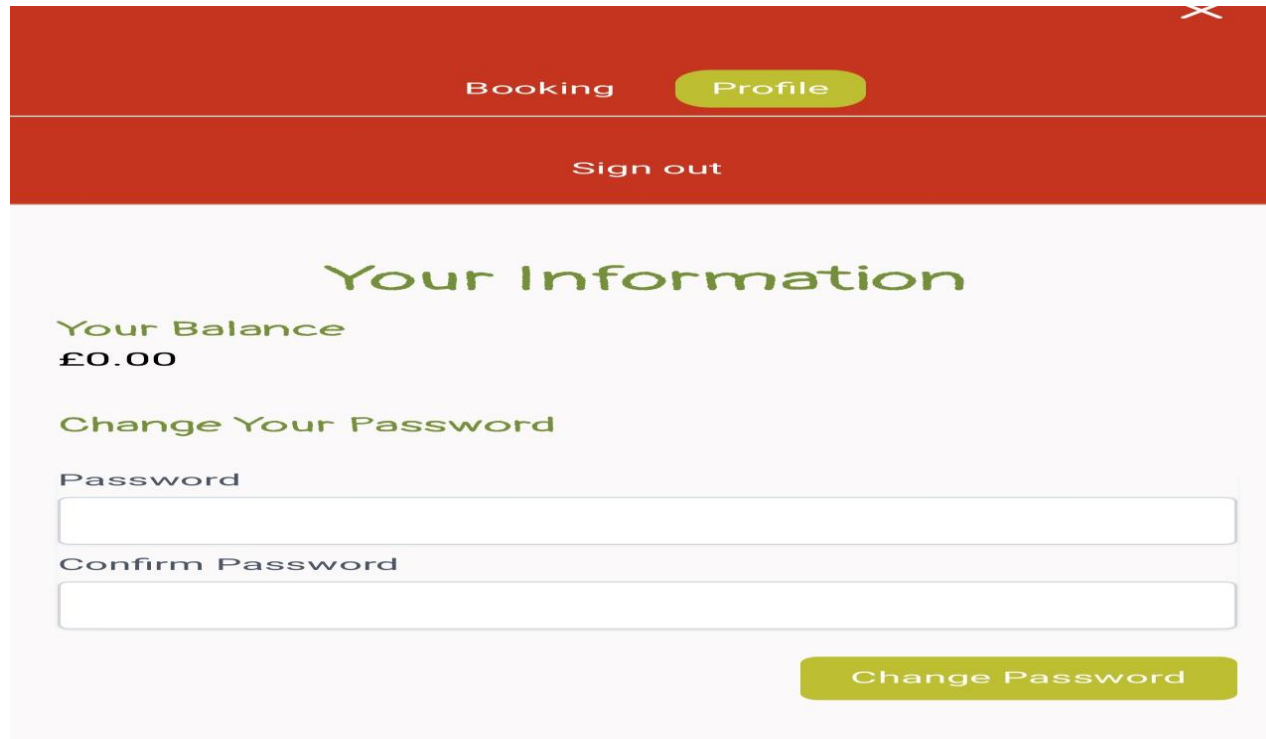
A password reset request has been received for your account on Love Food Booking.

[Reset Password](#)

If you believe this has been sent in error, you can ignore this email.

Thanks,  
Love Food

To check your balance or change your password, go to the profile page.



The screenshot shows a user profile page. At the top, there is a red navigation bar with a white 'X' in the top right corner. Below the navigation bar, there are two buttons: 'Booking' and 'Profile', with 'Profile' being highlighted in green. Below the navigation bar, there is a red bar with the text 'Sign out'. The main content area has a white background and is titled 'Your Information' in green. Underneath the title, there is a section for 'Your Balance' showing '£0.00'. Below that, there is a section for 'Change Your Password' with two input fields: 'Password' and 'Confirm Password'. A green button labeled 'Change Password' is located at the bottom right of the form area.

Booking Profile

Sign out

## Your Information

Your Balance  
£0.00

Change Your Password

Password

Confirm Password

Change Password

## Miscellaneous

If you need to log into your account, you can go online to the web page below and log in.

**<https://booking.lovefoodltd.com/>**

You can order or amend any order up to midnight the night before you require a meal.

You will not be able to cancel an order on the day the meal is booked, you can email your kitchen to ask them to cancel the order for you. If you are a paying parent your account will be credited with that day's payment.

You can check your balance by selecting profile at the top of your account, you can also change your password on this page.

It is important that all parents book meals for their children, your child will not be fed the meals of the day, they will be given a lunch bag which can cause upset for your child.

We monitor our accounts regularly, any debt on parent accounts will be followed up by a member of our team. You will be given a reasonable amount of time to pay the debt. If the debt is increasing, we will have no choice but to suspend the account until the debt has been cleared.

If you are struggling to book meals, you can ask one of our team for assistance with your booking.



### Allergy/intolerance

If your child has been diagnosed with an allergy or intolerance, for us to provide your child with the corresponding menu we require you to fill out a special diet request form and include the corresponding medical evidence for your child's allergy/intolerance if applicable.

Once the special diet request form is filled out and all details checked we will then be able to provide your child with a menu suitable to their allergy/intolerance. Once you have filled out the request form stating the allergy/intolerance we are then unable to make any exceptions on their menu so for example if a child has a dairy intolerance, then we will not serve any product containing dairy even if the parent states that they are ok with cheese. If you require your child to have any product outside of the special menu provided that contains the allergen or product that causes intolerance, then unfortunately we will be unable to provide your child with a special menu and any request for a special diet must then be removed

We can only provide your child with a special menu if we have corresponding medical evidence to support the allergy/intolerance.

If at any time it is found that your child, no longer has an allergy or intolerance then please let us know as soon as possible and our standard menu will be issued.

If your child cannot have certain food due to religious beliefs, we will need you to complete the attached form in order for us to provide the correct menu for your child.

Any other special diet requests may be made by contacting Love food and we will advise on whether or not we are able to provide a menu for your child.

Attached is a breakdown of how your child's allergy/intolerance will be processed.

Kind regards

Mandy Love

Managing director

Love food JM LTD

[lovefoodjm@outlook.com](mailto:lovefoodjm@outlook.com)



## Special Diet requirement form

Parent/guardian name	
Address	
Contact telephone number	
Email address	
Pupil name	
Pupil date of birth	
Doctors name	
Doctors address	
Description of special diet required	
Does your child require an epi pen?	
Signature of parent/guardian	



- **All Allergy children will have a different coloured plate, cup and cutlery with the child's name on it and the child's allergy, they must only be used for that child.** Everything belonging to your child will be stored in their own zip lock bag to ensure no contamination occurs.
- Your child will be provided with baskets to store your child's products in, when they are delivered, they must place a sticker on the outer packaging with your child's name on it. These products must only be used for the corresponding name on them.
- **If your child orders a lunch bag, we must use a white paper bag not brown, your child's allergy must be written on the bag and all products inside the bag must have stickers on with your child's name on them. We will never send an allergy lunch bag out for your child to collect, it must be handed over to your child or child's representative from the kitchen.**
- We Always use different coloured gloves and a disposable apron when touching your child's plate and food and dispose of straight away.
- **All allergy children's food must be cooked in a named disposable container in the TOP of the oven to avoid cross contamination. Once cooked the containers must be stored in hot hold away from all other products holding to avoid cross contamination with your child's name clearly written on the lid, the meal must go to service in the named tub and not leave the tub until your child is ready to be served.**
- We will be providing different coloured utensils, and these should have your child's name written on them and are **SOLELY** for your child's use.
- Any equipment, plate, cutlery, cup belonging to your child **MUST NOT** be washed in the dishwasher ever. We will be providing a separate bucket with your child's name on it, this should be filled with hot water and detergent and all equipment etc must be washed in this bucket. Once washed, dry with paper towel and store in a sealed bag until next use. The reason for this is to avoid cross contamination through air particles. Rinse the bucket and store upside down on a sanitised surface that is covered with paper towel.
- On the register we will ensure your child is highlighted as an allergy child with a highlighter with a colour only used for allergy children to try to remove any error at service. When serving an allergy child, we will ensure that each allergy child is served only what is safe for them to eat.
- All employees are trained annually on our allergy procedures including any new legislation relating to allergies.
- Your child's meal will be checked by two servers before the meal is handed to either the child or the lunch time supervisor to ensure all products are safe for the child to eat.
- All members of staff be it Love food or Lunch time supervisors must always be aware that a child has an allergy.
- When ordering online, we cannot put all our allergy menus on the system as this leads to errors in booking. Order the meal you would like to have E.G Meat, vegetarian, jacket, lunch box. Your child is highlighted as having an allergy on our registers, your booking will be converted to your child's corresponding menu in our kitchens.



# Autumn/Winter 2023 2024

## Week One

Weeks beginning

30<sup>th</sup> Oct, 20<sup>th</sup> Nov, 11<sup>th</sup> Dec 8<sup>th</sup> Jan, 29<sup>th</sup> Jan

## Week Two

Weeks beginning

6<sup>th</sup> Nov, 27<sup>th</sup> Nov, 18<sup>th</sup> Dec 15<sup>th</sup> Jan, 5<sup>th</sup> Feb

## Week Three

Weeks beginning

13<sup>th</sup> Nov, 4<sup>th</sup> Dec 1<sup>st</sup> Jan, 22<sup>nd</sup> Jan, 12<sup>th</sup> Feb

<b>Monday</b> 	<b>Meat: Turkey burger (crumb coating) in a bun</b> Veg: Meat free chicken burger in a bun With: Sliced/diced potatoes and Sweetcorn Dessert: Biscuits	<b>Meat: Hot dog in a bun</b> Veg: Vegetarian hot dog in a bun With: Sliced/diced potatoes and Sweetcorn Dessert: Biscuits	<b>Meat: Crispy chicken wrap</b> Veg: Meat free crispy chicken wrap With: Sliced/diced potatoes and Sweetcorn Dessert: Biscuits
<b>Tuesday</b> 	<b>Meat: Home made mild chicken tikka masala</b> Veg: Vegetable tikka masala With: Naan bread, rice and carrots Dessert: Home-made flapjack	<b>Meat: Shepherd's pie</b> Veg: Mixed veg shepherd's pie With: French bread and carrots Dessert: Home-made flapjack	<b>Meat: Meat balls in gravy</b> Veg: Meat free balls in gravy With: Mashed potato and carrots Dessert: Home-made flapjack
<b>Wednesday</b> 	<b>Meat: Roast chicken</b> Veg: Cauliflower and broccoli cheese bake With: Roast potatoes, Yorkshire pud and green beans Dessert: Fruit jelly and cream	<b>Meat: Roast Turkey</b> Veg: Vegetable casserole With: Roast potatoes, Yorkshire pud and green beans Dessert: Fruit jelly and cream	<b>Meat: Roast Chicken</b> Veg: Falafels With: Roast potatoes, Yorkshire pud and green beans Dessert: Fruit jelly and cream
<b>Thursday</b> 	<b>Meat: Beef cannelloni</b> Veg: Vegetable pasta bake With: garlic bread and mixed salad Dessert: Home-made old school tray bake	<b>Meat: Sticky Chinese chicken</b> Veg: Vegetable stir fry With: Noodles, prawn crackers and mixed salad Dessert: Home-made old school tray bake	<b>Meat: Tomato and mascarpone beef pasta bake</b> Veg: Tomato and mascarpone pasta bake With: Garlic bread and mixed salad Dessert: Home-made old school tray bake
<b>Friday</b> 	<b>Meat: Fish finger</b> Veg: Meat free dinosaurs With: Oven chips and peas Dessert: Jam doughnut	<b>Meat: Fish bites</b> Veg: Fishless fingers With: Oven chips and peas Dessert: Ring donut	<b>Meat: Fish fingers</b> Veg: Vegetable fingers With: Oven chips and peas Dessert: Mini donuts

### Soup

Warm Heinz soup served in an insulated cup with a bread roll, choose from chicken, tomato, chicken noodle soup or vegetable.

### Lunch box

Sandwich, Roll, or a Wrap. Fillings: Strawberry jam, Cheese, Ham, Chicken, or Tuna mayo, Fruit, snack bag, yoghurt, and dessert or Cream cheese bagel with fruit, snack bag, yoghurt, and dessert.

### Jacket

All Jacket potatoes come with a choice of either one or two of the following Fillings: cheese, Beans, Tuna mayo, served with a side salad

### Everyday

Milk, water, fruit, yoghurts, and bread (unless a bread product is on the menu for that day)



If you need to change, cancel or have a query regarding your order you can contact your school kitchen directly:

Love food contact email addresses:

Geddington: [lovefoodgeddington@outlook.com](mailto:lovefoodgeddington@outlook.com)

Glaphorn: [lovefoodglaphorn@outlook.com](mailto:lovefoodglaphorn@outlook.com)

Higham Ferrers (Higham juniors, infants and Tots nursery) : [highamjuniors@outlook.com](mailto:highamjuniors@outlook.com)

Polebrook: [lovefoodpolebrook@outlook.com](mailto:lovefoodpolebrook@outlook.com)

Henry Chichele: [lovefoodhenrychichele@outlook.com](mailto:lovefoodhenrychichele@outlook.com)

Nassington: [lovefoodnassington@outlook.com](mailto:lovefoodnassington@outlook.com)

King's Cliffe: [lovefoodkingscliffe@outlook.com](mailto:lovefoodkingscliffe@outlook.com)

Stanion: [lovefoodstanion@outlook.com](mailto:lovefoodstanion@outlook.com)

Hayfield: [lovefoodhayfields@outlook.com](mailto:lovefoodhayfields@outlook.com)

Corby old village: [lovefoodcorbyoldvillage@outlook.com](mailto:lovefoodcorbyoldvillage@outlook.com)

Corby red kite: [lovefoodcorbyredkite@outlook.com](mailto:lovefoodcorbyredkite@outlook.com)

Uppingham (school and nursery): [lovefooduppingham@outlook.com](mailto:lovefooduppingham@outlook.com)

St Nicholas: [lovefoodcottesmore@outlook.com](mailto:lovefoodcottesmore@outlook.com)

Kingsley: [lovefoodkingsley@outlook.com](mailto:lovefoodkingsley@outlook.com)

Alfred street: [lovefoodalfredstreet@outlook.com](mailto:lovefoodalfredstreet@outlook.com)

Exton: [lovefoodexton@outlook.com](mailto:lovefoodexton@outlook.com)

Oakham (the parks and the ark): [lovefoodoakham@outlook.com](mailto:lovefoodoakham@outlook.com)

Langham (Langham nursery): [lovefoodlangham@outlook.com](mailto:lovefoodlangham@outlook.com)

Ketton: [lovefoodketton@outlook.com](mailto:lovefoodketton@outlook.com)

Exton: [lovefoodexton@outlook.com](mailto:lovefoodexton@outlook.com)

Empingham: [lovefoodempingham@outlook.com](mailto:lovefoodempingham@outlook.com)

Whissendine: [lovefoodwhissendine@outlook.com](mailto:lovefoodwhissendine@outlook.com)

Glaphorn: [lovefoodglaphorn@outlook.com](mailto:lovefoodglaphorn@outlook.com)

Cottesmore Kendrew: [lovefoodcottesmorekendrew@outlook.com](mailto:lovefoodcottesmorekendrew@outlook.com)

Great Casterton: [lovefoodgreatcasterton@outlook.com](mailto:lovefoodgreatcasterton@outlook.com)

Broughton: [lovefoodbroughton@outlook.com](mailto:lovefoodbroughton@outlook.com)

Brambleside: [lovefoodbrambleside@outlook.com](mailto:lovefoodbrambleside@outlook.com)

Great doddington: [lovefoodgd@outlook.com](mailto:lovefoodgd@outlook.com)

Wilby: [lovefoodhayfields@outlook.com](mailto:lovefoodhayfields@outlook.com)

Meadowside: [lovefoodmeadowside@outlook.com](mailto:lovefoodmeadowside@outlook.com)

Denfield: [lovefooddenfield@outlook.com](mailto:lovefooddenfield@outlook.com)

**Managers: please contact any of the below if you have an issue with your account, you need to make alterations to your account, you need a special menu for your child. All other enquiries can go through your school kitchen.**

Head office, Mandy: [lovefoodjm@outlook.com](mailto:lovefoodjm@outlook.com)

Northamptonshire

Vikki: [lovefoodvw@outlook.com](mailto:lovefoodvw@outlook.com)

Maria: [lovefoodms@outlook.com](mailto:lovefoodms@outlook.com)

Rutland

Gina: [lovefoodgl@outlook.com](mailto:lovefoodgl@outlook.com)

Sally: [lovefoodsd@outlook.com](mailto:lovefoodsd@outlook.com)

