



31/03/2023

Dear Parent / Carer,

We sincerely hope that your child is enjoying their Dolce school meals as much as we enjoy preparing and serving them. If you have any feedback on how we can improve our service please let us know by contacting our customer care team.

Although only a small percentage of our customers use the Direct Debit facility, we have an increasing level of debt caused by failed payments that we cannot unfortunately continue to sustain. For this reason we have made the decision to phase-out this payment option.

From w/c 21st August 2023 ALL existing Direct Debit accounts will be cancelled and accounts will be set to 'cash' which means you can pay online or over the telephone.

#### Final Collection

##### Usual 1st of the month collections:

There will be a direct debit collection on or around 04.08.2023 for meals taken 26/06/23 to 21/07/23.

Direct debit statements may be sent, by email, slightly later than the 15th of the month

If this D/D fails, there will then be a second attempted collection on 15.08.2023.

##### Usual 15th of the month collections:

Usual collection will take place for meals taken 01/07/23 to 31/07/23.

Direct debit statements will be sent on the usual date of 01/08/23.

There will be no recollection should this direct debit fail.

#### How to make future Payments

You can make a payment online by logging on to your SG account and clicking [account] - [make a card payment] or by contacting customer care on 01942 707709 (option 1).

We ask that all School meal accounts are kept in credit at all times. Any meals taken will be deducted from your remaining credit.

If a meal is taken with no credit on your account, a polite reminder will be sent to you by email. If a maximum of three meals has been taken and no payment has been made then we will not be able to supply further school meals until the balance is cleared.

If you would like to discuss this further, please do not hesitate to contact Customer Care.

Kind Regards,

Angie Lingwood (Head of Customer Care)