ROSSETT ACRE PRIMARY SCHOOL
Pannal Ash Road, Harrogate HG2 9PH
Telephone: 01423 561579
e-mail: office@rap.rklt.co.uk
website: rossettacreprimary.co.uk
Headteacher: Kate Woodcock Deputy Headteacher: Anna Ingle
Charity No.1048680

Our school:
'Excellence and happiness for all'

6th October 2026

Dear Parents/Carers

Introduction of SchoolGrid for School Meal Ordering and Payments
Effective from: 12th October 2026

We are pleased to let you know that our school will soon be using SchoolGrid, an online system for ordering and paying for school meals.

What You Need to Do

You will have received a welcome email directly from SchoolGrid today.
This email will contain instructions on how to activate your account and create your password.

To set up your SchoolGrid account, the school will securely share the necessary parent and pupil information with SchoolGrid. You can view SchoolGrid's Privacy Policy here (copy and paste into your browser):
https://app.schoolgrid.co.uk/termsofuse/Privacy-Policy.pdf

Ordering Meals

- Meals can be ordered right up to the same day.
- The cut-off time for placing orders for the day is 8:45am

If your child receives free school meals, you must still place the order through SchoolGrid.

Paying for Meals

If you pay for school meals, you will continue to log into Arbor to make payments for your School Meals.

To place a meal order, your account must either have sufficient credit. If not, you will receive a reminder message, and you will be unable to complete the order.

Cancellations

If your child will not be taking their meal, please remember to cancel the order on SchoolGrid. If you do not cancel, you may still be charged. Cancelling also helps us reduce food waste.

Need Help?

If you have any questions or need support with SchoolGrid, you can contact their support team:

- Email: support@schoolgrid.co.uk
- Phone: 01506 300310

We hope that SchoolGrid makes ordering and paying for school meals easier and more convenient for everyone.

Yours sincerely

Kirsty Macnair
School Business and Operations Manager