Our bespoke service

Re: Heathrow Primary Pre-Order Parent Portal

Dear Parents and Carers,

We are writing to inform you of the change in the way that you will be ordering your child's lunch as of Monday 11th March 2019 at Heathrow Primary School.

You would have recently received a Parent Portal Login Letter via the school asking you to complete the details to register yourself for Relish Parent Portal, if you have not sent this letter back please do not worry as you can register yourself at any time via the following link www.relishshoolfood.co.uk/parent but we do suggest you register yourself by Sunday 10th March to ensure you can book a meal from home for Monday 11th March. If you do not register or select your child's meal, your child will still be able to order in class at morning registration.

The school will be loading a Relish Parent Pre-Ordering step by step guide onto their website for instructions on how to book your child's meal from home.

Once you are logged into Relish Parent Portal you will be able to select the meals for the next day, week or half/whole term in advance. You will be able to view the three weekly menu cycle and recipes along with all of the allergens. There will also be a link from our website that will take you directly to the ParentPay website, where you will need your login details to top up your account should you need to.

The reason in change to this process is so that when children come through the serving counter at lunchtime they will be confirmed as having their meal selection by using a tablet by the catering team, this system ensures that all children receive what they have ordered and manages any Individual Intolerances and Allergies/Allergens. This will then link back to your account at the end of the day.

If you or your child are selecting the Halal option, please select the main meat dish shown on the menu choices, if the dish is not Halal it will not let you order it therefore another selection will be required.

We look forward to receiving your orders coming through the Relish Parent Portal.

Kind sincerely
Lee Yard
Regional Manager