

Dear Parent

Chartwells would like to welcome you to a new system for ordering school lunches at Coomb Briggs Primary. The old paper based system will end at the Easter Holidays 29th March 2018.

The new system is online and offers you maximum control and flexibility with your child's school lunches. The 'Meal Selector website' is simple to use and is accessible from any computer, tablet or smartphone. Please visit nel.mealselector.co.uk where you will find a useful 'how to guide' which will help you through the process of registering and ordering meals.

The customer service teams are never more than a phone call away however please note that the Chartwells office closes on Thursday 29th March 2018. We would therefore strongly recommend that you register and order your 1st meals for week commencing 16th April 2018 as soon as possible before 29th March 2018.

Key Information:

- The New Menu will be available to view online at the new website.
- You can order online at nel.mealselector.co.uk
- Your orders must be placed online, one week in advance. The cut off is midnight on Sunday each week. For example, your first order for week commencing 16th April 2018 must be placed by midnight on Sunday 8th April 2018 but please see above for your first week when the office is open
- Your second order for week commencing 23rd April 2018 must be placed by midnight on Sunday 15th April 2018
- If you need any help at all Please don't hesitate to call, however please let us remind you that our local offices work 'Term Time Only'. You will be able to access technical help only after 29th March 2018 excluding Bank Holiday

Chartwells Contact Details

Phone -01472 342272 E-mail - admin.nel@compass-group.co.uk

Office Hours - 8.00am - 2.30pm - Monday to Friday (Closed during School Holiday Periods)

Meal Selector Technical Support

Phone -01159 245517 Office Hours -9am - 4.30pm